Mayor's Office of Neighborhood Safety and Engagement

Position: **Associate Director of Victim Services**
Reports to: Chief of Staff

Job Summary

The Associate Director of Victim Services is a senior staff position responsible for oversight and management of MONSE's victim services portfolio, which includes support of victims of gun violence, human trafficking, sexual assault, intimate partner violence, and other victims of crime. The position requires strong alignment with City of Baltimore's and MONSE's mission, values, and strategic vision, as well as demonstrated success, sound judgment, and flexibility working in a complex, fast-paced environment. The successful candidate will oversee the incrementally scale MONSE's victim services portfolio to include the support of all victims of crime, growing the portfolio's focus areas by at least one annually.

Key Responsibilities

Program Management

- Oversee and manage all programmatic and budgetary deliverables associated with MONSE's Victim Services priorities, including the provision of emergency and ongoing services to victims of crime through crisis intervention, emotional support, referrals, and information regarding the operation of the criminal justice system.
- Lead a team of victim services professionals.
- Partner with Chief of Staff and Finance Associate Director to develop long-term fundraising strategies for programming.
- Work with Policy Planning and Coordination Associate Director to support reformation in MONSE's priority areas.
- Monitor and evaluate program effectiveness in meeting established objectives.
- Research and implement innovative approaches for the development of culturally sensitive and results driven strategies for outreach.
- Guide team to be the first line of communication for community members to address concerns and respond to questions promptly and effectively.

Inter-Agency Collaboration and Community Engagement

- Represent MONSE in local, state, regional, and national organizations, commissions, task forces and groups to promote and coordinate the work of the Victim Services Program and its associated commissions and councils.
- Coordinate with the Communications Associate Director to develop and implement a comprehensive victim services education strategy that, elevates awareness, supports transparency, and cultivates buy-in.
- Cultivate and maintain strategic public, private, and NGO relationships.
- Build working relationships with community-based service providers.

- Coordinate with Policy Planning and Coordination Associate Director to develop mechanisms to support interagency accountability and drive policy/legislative changes.
- Partner with Communications Associate Director to identify, manage, and direct opportunities to create or enhance MONSE's collateral and marketing materials, information and promotional content, and delivery channels (i.e. newsletters, brochures, branded programs, video, social media, etc.).
- Collaborate with external agencies on engagement strategies for funded endeavors.
- Participate and oversee community engagement requirements for funded endeavors.
- Partner with Training Coordinator to conduct public education and sensitivity training programs and activities related to victim rights and advocacy

Reporting and Compliance

- Develops and implements program policies, procedures and guidelines within department and legal standards; reviews, interprets and clarifies relevant statutes, regulations and department policies; develops procedures for the implementation of new laws as they relate to victim rights and issues.
- Ensures provision of services are in compliance with applicable laws and regulations.
- Develop quality assurance standards and implements review process.
- Monitor victim service data collection.
- Develop and oversee performance management and quality improvement processes.
- Partner with Grant Writer and Associate Director of Finance to meet reporting requirements for State, Federal and private grants.
- Partner with Grants and Contracts Administrator on the development of overall program contracts and their movement through the BOE approval process.
- Review and approve all grantee reports and invoices.
- Provide appropriate level of data to Data Analytics teams within MONSE, Mayor's Office of Performance and Innovation, and Chief Data Officer.

Qualifications/Skills

- Bachelor's Degree in human services, social work, or related field and at least five (5) years of experience.
- Three (3) years of leadership experience, including building strategic relationships, influencing without authority, communicating with senior leaders.
- Supervisory experience a plus.
- Knowledge of public health and criminal justice policy and initiatives toward the reduction of gun violence preferred.
- Collaborative and positive demeanor; community-oriented attitude.
- Strong desire to make Baltimore a safer place.
- Must have the ability to synthesize, analyze, and critique effectively.
- Be a self-starter and accountable to complete tasks and drive performance with minimal oversight.
- Ability to operate and dispatch in emergency, crisis and violent situations with calm, tact, and clarity.
- Ability to thrive in fast-paced and sometimes high-pressure environment.
- Strong leadership track record: ability to plan, organize and direct the work of others.
- Effective communicator with strong interpersonal skills and proven ability to develop productive, positive working relationships.

- Exceptional presentation and writing skills with ability to adapt to various audiences and formats.
- Exceptional organizational awareness and the ability to analyze and brief senior leaders.
- Consistent ability to exercise sound judgment and discretion.
- Flexible and creative problem solver with result-oriented focus.
- Strong analytic and organizational skills with demonstrated attention to facts and detail; ability to effectively manage multiple projects simultaneously.
- High level of proficiency in Slack, Visio, and MSOffice products, including SharePoint and MSProject.
- Previous experience in government or public sector preferred.

About the Mayor's Office of Neighborhood Safety and Engagement

Our Mission
Guided by the Mayor's vision for Baltimore and rooted in a holistic approach to neighborhood health and safety, the Mayor's Office of Neighborhood Safety and Engagement (MONSE) empowers community partners and city agencies to play a more active role in the co-production of public safety and prevention of violence through an equity-based, healing-centered, and trauma-informed approach for the benefit of all Baltimoreans.

Our Guiding Values
In everything that it does, MONSE is committed to upholding its core values of being:

- *Equity-based.* Focused on promoting justice in reducing disproportionate negative impacts of current and future policies and practices.
- *Healing-centered.* Preventing violence must be paired with repairing harm.
- *Trauma-informed.* Based on understanding and integrating knowledge about the causes and consequences of trauma.
- *Justice-oriented*. Real justice is about more than punishment; it is also about restoration, renewal, and healing from past harms.
- *Partnership-based*. Just as violence is intersectional, so must the solutions, relying on cross-system partners and partnerships.
- *Transparent.* Strong partnerships require trust; and trust demands transparency and accountability.
- *Data- and research-driven.* Relying on data and the best available experimental and experiential evidence to guide decision making.
- *Results-oriented.* Devoted to delivering impact.