Mayor's Office of Neighborhood Safety and Engagement

Position: Victim Services Deputy Director

Reports to: Associate Director of Victim Services

Job Summary

The Deputy Director of Victim Services is responsible for the administration and oversight of victim services case management work. This position works collaboratively to build capacity to implement community-based victim services. This role is critical in MONSE's work to redefine safety and promote a more culturally and geographically appropriate approach to the treatment of victims of violence. The Deputy Director supports Baltimore-based community organizations positioned to engage in various victim services wraparound supports and prevention methodologies and oversees a team of case managers and coordinators. The role provides direction in the areas of operations and administration, including procurement and financial management procedures. The Deputy Director oversees all monitoring and evaluation efforts, including administrative site and contract monitoring activities. The successful candidate will meet all grant deliverables from designated local, state and federal funders as well as develop and co-produce shared, integrated and coordinated response protocols inclusive of law enforcement, city agencies and service providers that reach the neighborhoods with 75% of the cities total violence involved incidents.

Key Responsibilities

Program Management

- Lead a team of multi-disciplinary victim services personnel.
- Triage and assign cases for management.
- Develop project management plans, monitor timeliness of milestones that ensure adequate completion of deliverables.
- Partner with the senior agency staff in essential internal leadership activities (strategic planning, administration and human resources).
- Provide leadership in developing and implementing new programming.
- Collaborate with program staff and supports program and activity performance and maintain competency in program policies.
- Participate in various community activities.
- Manage grant contracts and other programming activities.
- Prepare work plans and grant reports as required.
- Administratively oversee and monitor community-based organizations and other partners for contractual compliance.

- In partnership with Associate Director, prepare program goals and objectives and evaluate progress and effectiveness of staff.
- Provide supports, as appropriate, to achieve program deliverables within required timeframes.
- Facilitate the development and implementation of collaborative and innovative strategies to support community safety.
- Provide technical assistance and organizational capacity building around program development and management, operations, and fiscal management.
- Partner to provide crisis response management and coordinate immediate and long-term responses to victims of violence.
- Develop and maintain relationships with a broad range of community stakeholders.
- Organize and manage regular reviews of programmatic progress.
- Recommend enhancements or revisions in programmatic policies and procedures.
- Develop and maintain knowledge of crime victimization and best practices in victim services.
- Maintain confidentiality of victim and departmental information.

Inter-Agency Collaboration and Community Engagement

- Coordinate with MONSE Data Analytics Manager to implement data-driven improvement strategies.
- Serve as a liaison with academic partners on any formal evaluation or external analyses.
- Co-facilitate improved data and information sharing between MONSE and other City and non-city partners.
- Build and maintain strong relationships with partners.
- Develop thought leadership around specific topics/emerging practice in victim services case management.
- Assist to develop various alliances to achieve conversation objectives and coordinate with internal departments and external partnerships to schedule meetings and set agendas.
- Provide all services in an anti-racist, anti-oppressive, and culturally responsive manner that is responsive to community needs.

Qualifications/Skills

- Bachelor's degree in Criminal Justice, Sociology, Psychology, or related social or behavioral science and/or 5 years related experience.
- Demonstrated program management experience, including but not limited to supervising staff, monitoring budgets, documenting activities and outcomes, and meeting program goals.
- Deep connection to and an in-depth knowledge and familiarity of Baltimore is preferred.
- Enthusiastic, energetic self-starter with a passion for preventing gun violence.
- Experience working with community-based organizations that support survivors/victims of crime.
- Success in roles requiring execution of multiple tasks while responding to multiple

priorities.
- Demonstrated success in developing successful collaborative working relationships with counterparts from diverse backgrounds, including other implementers and local partners.
- Strong strategic and analytical skills.
- Superior communication and interpersonal skills: articulate and tactful oral and written communication skills.
- Evidence of ability to productively interact with a wide range and levels of organizations (government, private sector, NGOs, research institutions).
- Demonstrated track record of flexibility.
- Ability to react and adapt quickly to unexpected changes, and ready to anticipate problems and provide creative solutions and meet deadlines in challenging situations.
- Experience working with individuals impacted by violence.
- Flexibility and capacity to manage multiple priorities with competing deadlines.
- Project management experience.
- 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 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.
- Ability to collaborate with individuals at all levels of the agency.
- 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.