Mayor's Office of Neighborhood Safety and Engagement

Position: Victim Services Manager

Reports to: Associate Director of Victim Services

Job Summary

The Victim Services Manager is responsible for resource and project management for MONSE-related victim services programming. The Manager works with community-based providers and families to assess their specific needs and implement service provision enhancements, as appropriate. This role is critical in MONSE's work to redefine domestic and family safety and promote a more culturally and geographically appropriate approach to the treatment of victims of gun, intimate partner, and domestic violence. The Manager will increase public awareness, organize training, and work with community-based partners and agencies to develop policies and cultivate services. In addition, the manager will be responsible for referring victims and their families to victim services providers and wraparound supports. This position requires strong alignment with 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 meet all grant deliverables from designated local, state and federal funders including the Office of Violence Against Women 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

- Provide direct supportive representation to Baltimore City's Domestic Violence Coordinating Committee (DVCC) and the Domestic Violence Fatality Review Team (DVFRT), and Lethality Assessment Program (LAP).
- Act as a central point of contact for, and demonstrate significant experience working on, issues of victim services.
- Coordinate and implement critical time-sensitive special projects, program alliances and joint initiatives.
- Provide technical assistance to community and city partners and agencies as needed.
- Build and manage cooperative and trusting relationships with city agencies, community nonprofits, civic groups, and residents in order to ensure a coordinated community response to victims of violence.
- Facilitate dialogue, data collection, reporting, process improvement, and other work related to gun violence prevention.
- Manage the development and implementation of inter/intradepartmental plans, policies, strategies and communications regarding victim services.

Community Engagement and Service Provision

- Monitor efforts of community partners in providing services to victims of violence and provide updates accordingly.
- Conduct community needs assessments, outreach and education as it relates to victims services.
- Identify key partners, develop action-oriented plans to address gaps, evaluate effectiveness of collaboration, and maintain statistical framework for data collection and reports.
- Develop and maintain knowledge of crime victimization and best practices in victim services.
- Assist with managing the implementation of new evidence-based practices.
- Maintain confidentiality of victim and departmental information.
- Refer victims and families to victim services providers and wraparound supports.

Reporting and Compliance

- Deliver timely and thorough reporting of project deliverables to immediate supervisor.
- Prepare monthly reports regarding the progress of the project plan to be shared with other agencies, independent monitors, and/or the general public.
- Attend community meetings and develop public information campaigns, as appropriate, for Baltimore City residents and the wider community.
- Attend and participate in inter-agency meetings, professional group meetings and related activities; attend workshops, conferences, and classes to increase professional knowledge; serve on committees as assigned; stay abreast of new trends and innovations in the field of victim services.

Qualifications/Skills

- Bachelor's degree in Criminal Justice, Sociology, Psychology, or related social or behavioral science and/or 3 – 5 years related experience.
- Experience with law enforcement, prosecution and/or victim services response to violence and proven ability to work with stakeholders from multiple disciplines
- Skilled in public speaking, meeting facilitation, project management, and presentations to large groups.
- Experience managing sensitive information and responding to all reporting requirements by funding partners.
- Knowledge of the dynamics of human behavior, and the psychological, social and vocation aspects and best practices in working with victims of crimes.
- Ability to communicate effectively, problem solve, coordinate efforts with multiple agencies and/or organizations, and work effectively with people from diverse backgrounds.
- Knowledge of Microsoft Office Suite. Skilled in the use of office software applications to prepare reports and use software to develop information; able to enter data in required management reports.
- Knowledge of local, state, and federal laws pertaining to victims of violence.
- Excellent organization skills with proven ability to meet multiple deadlines and balance numerous projects in a fast paced and changing environment.

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.