Mayor's Office of Neighborhood Safety and Engagement

Position: Victim's Services Administrative Assistant

Reports to: Associate Director of Victim's Services

Job Summary

The Victim's Services Administrative Coordinator is responsible for providing administrative support to MONSE's Victim's Service team in its day-to-day operations and across its collective portfolio of initiatives, projects and programming. The Coordinator works directly with agency associates, community-based providers and families to provide administrative relief related to intimate partner violence (IPV) prevention, anti-human trafficking, sexual assault and gun violence response efforts for victims. The Coordinator will also support the administrative operational needs of the Baltimore City Visitation Center, which provides a safe location for child visitation and exchange services between parents. This position requires strong alignment with MONSE's mission, values, and strategic vision in addition to the ability to identify administrative efficiencies and opportunities to improve overall effectiveness. This role is critical in MONSE's work to redefine victim's services and cultivate solutions that are geographically appropriate, trauma-responsive, culturally-informed and survivor-driven. The successful candidate will achieve service level objectives at a rate of 95% or better in a manner that demonstrates quality, resourcefulness and enthusiasm.

Key Responsibilities

Administrative Services

- Provide a wide range of administrative operational support to the Baltimore City Visitation Center inclusive of securing and maintaining records, scheduling client intakes, confirming client appointments and executing follow-up contacts with Court Administrators as directed
- Provide administrative support to the Baltimore City Human Trafficking Collaborative inclusive of its sub-groups
- Provide back-up support, as needed, to the Administrative Coordinator of the Baltimore City Domestic Violence Fatality Review Team (DVFRT), Baltimore City Safe Futures Collaborative and the Domestic Violence Coordinating Council (DVCC)
- Manage meeting schedules and member lists
- Update and maintain electronic databases and paper files
- Prepare and produce meeting agendas, minutes and reports as directed
- Schedule and manage travel arrangements and expense reports
- Exhibits polite and professional communication via all methods; i.e. email, mail, in-person
- Provide information by answering and routing phone calls, questions and requests
- Act as a central point of contact for receipt and distribution of victim service related inquires forwarded to MONSE

- Provide administrative support to ensure efficient inter/intradepartmental operation
- Document and update key policies and procedures for the team
- Maintain strict confidentiality with respect to sensitive documents and communication

Community Engagement

- Monitors efforts of community partners in meeting deadlines and providing required deliverables on time
- Develop and maintain a current repository of key contacts, liaisons and stakeholders critical to the execution of the Victim Services team's goals and objectives.
- Maintain confidentiality of all victim and stakeholder information.

Qualifications/Skills

- Associate's or Bachelor's degree in Criminal Justice, Sociology, Psychology, Public Health, Public Administration or related social or behavioral science and/or 2-3 years related administrative support experience preferred.
- Experience with law enforcement, prosecution and/or victim services coordinated response, desired
- Knowledge of Microsoft Office Suite. Skilled in the use of office software applications and information sharing platforms to include Word, PowerPoint, Visio, Excel, One Note, Slack and Google docs. to prepare reports and develop information; able to enter data in required management reports.
- Excellent oral and written interpersonal skills with a strong ability to relate to a diverse range of individuals
- Strong ability to multi-task, organize, prioritize and achieve results within expected time periods
- Willingness to take initiative and positive action to meet growing responsibility and new job assignments
- Ability to help keep team fully informed of a project's progress, a team deliverable, an approaching deadline or missed opportunity
- Ability to provide a high level of service to all parties.

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.