Mayor's Office of Neighborhood Safety and Engagement

Position: Visitation Center Administrative Assistant

Reports to: Baltimore City Visitation Center Program Lead

Job Summary

The Visitation Center Administrative Assistant is responsible for 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. The Administrative Assistant works directly with agency associates, community-based providers and families to provide administrative relief related to intimate partner violence (IPV) prevention response efforts for victims. 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;
- Manage meeting schedules; prepare and produce meeting agendas, minutes and reports as directed;
- Update and maintain electronic databases and paper files;
- Schedule and manage travel arrangements and expense reports;
- Compile and document information related to trainings received and presented by staff members;
- Order supplies, stationery, business cards, etc. for the Visitation Center;
- Maintain brochures, resources and educational materials;
- Exhibits polite and professional communication via all methods; i.e. email, mail, in-person;
- Provide administrative support to ensure efficient inter/intradepartmental operation;
- Assist with documenting and updating key policies and procedures for the team;
- Maintain strict confidentiality with respect to sensitive documents and communication.

Reporting and Compliance

- Assist with preparation of grants and quarterly reports as required; collect and maintain monthly statistics for grants;
- Assist with the timely delivery and thorough reporting of project deliverables to immediate supervisor;
- Attend and participate, as requested, 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's services.

Leadership

- Advance diversity, equity, and inclusion in all aspects of the work. All employees are expected to make efforts in their work and in their conduct to advance diversity, equity, and inclusion at every level
- Maintain a favorable working relationship with all other agency employees to foster and promote a cooperative and harmonious working climate.
- Project a favorable image of the organization to promote its aims and objectives and foster and enhance public recognition and acceptance of all its areas of endeavor.
- Perform all duties and responsibilities in a timely and effective manner in accordance with established agency policies to achieve the overall objectives of this position.

Qualifications/Skills

- Associate's or Bachelor's degree in Criminal Justice, Sociology, Psychology, or related social or behavioral science and/or 2-3 years related administrative support experience.
- Knowledge of office practices and procedures;
- Knowledge of business terminology, spelling, punctuation, and grammar;
- Experience with law enforcement 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.

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.