Mayor's Office of Neighborhood Safety and Engagement

Position: Visitation Center Program Director

Reports to: Deputy Director of Intimate Partner Violence Prevention

Job Summary

The Visitation Center Program Director is responsible for providing support to the Deputy Director of Intimate Partner Violence (IPV) Prevention with a specific concentration on running the Baltimore City Visitation Center. The Director will oversee the Visitation Center operations both during shifts and throughout the work week. The Director must have good knowledge of the functions of the Visitation Center, experience supervising a team, and excellent organizational and clerical skills. The successful candidate will have the ability to communicate effectively, work with a diverse group of residents and businesses, and be able to establish credibility and rapport the Visitation Center staff and those who regularly utilize the center.

Key Responsibilities

Visitation Center Programming Support

- Prepare documents, spaces, and staff for shifts.
- Serve as lead case manager for the Visitation Center.
- Communicate clearly and consistently with on-site security, monitors and volunteers.
- Check in with clients over the phone in preparation for visitations/exchanges and during shifts to ensure safe service provision.
- Supervise part-time staff during shifts and outside of service hours as needed, which includes making decisions during shifts based on safety and client needs.
- Perform client intakes, create client service agreements, and all other matters relating to initiating and maintaining service provision for clients.
- Create and maintain files and records of client contacts and any safety concerns that come up during a visitation or exchange.
- Coordinate with staff security throughout the week and during shifts.

Community Engagement

- Facilitate quarterly meetings.
- Consult partners regarding policies and to seek collaboration when trouble-shooting issues.
- Maintain regular contact with core partners to ensure smooth collaboration regarding referral and problems that arise.
- Pursue and coordinate training opportunities for Center staff and collaborative partners.

Reporting and Compliance

- Compile reports about incidents, events, or updates about important issues for the programs assigned.
- Provide appropriate supports to ensure MONSE model fidelity.
- 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 Criminal Justice, Public Administration, or related field and/or 2+ years of experience in a community-facing government role.
- Collaborative and positive demeanor.
- Managerial experience preferred.
- Community-oriented attitude.
- Strong desire to make Baltimore a more equitable and 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.
- Attention to detail and able to correlate topics and information.
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Excellent oral and written communication skills.
- Ability to operate and dispatch in emergency, crisis and violent situations with calm, tact, and clarity.
- Ability to establish and nurture effective working relationships with various media, social, civic and community agencies, law enforcement officials, at-risk and high-risk individuals, and general public.
- Ability to thrive in fast-paced and sometimes high-pressure 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.