Mayor's Office of Neighborhood Safety and Engagement

Position: Youth Opportunity Coordinator

Reports to: Associate Director of Community Engagement and Opportunity

Job Summary

The Youth Opportunity Coordinator is responsible for screening, assessment, resource coordination, and case management for youth who participate in the SideStep youth pre-arrest diversion program. The Youth Opportunity Coordinator works with families and youth to assess their specific needs and help them be successful with an individualized program of community-based services and supports. This role is critical in MONSE's work to redefine community safety and promote a more equitable and effective youth justice system. The coordinator will increase public awareness, organize training, work with community-based partners and agencies to develop policies and cultivate services, and provide case management services to diverted youth. 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.

Key Responsibilities

Diversion Screening

- Screen referred youth to determine program eligibility
- Contact and collaborate with community partners to develop appropriate paperwork for each youth and the qualifying program
- Connect qualified youth and their parents/guardians to appropriate programming and service resources and monitor the youth's school engagement and any additional contact with law enforcement.

Case Management

- Contact, schedule, and meet with youth and/or families to complete the diversion intake process
- Connect regularly with youth and service providers to promote engagement with diversion case plans
- Assess all reported youth contacts in partnership with Post-Arrest Diversion Coordinator, Baltimore Police Department, and the Department of Juvenile Services
- Partner on engagement with families to assist with compliance of diversion case plan goals
- Perform home and/or community visits to engage community providers, youth and families in an initial assessment of strengths, resources and needs
- Monitor diversion cases to promote completion of individualized diversion case plans
- Partner to conduct meetings for each youth on supervised diversion to chart progress, obtain academic reports and other pertinent programming information

- Refer to counselling and programs for youth and their families involving family crisis, suicide, alcohol and drug usage, self-esteem, eating disorders, family/dating violence, rape/sexual abuse, depression, etc.
- Document interaction with youth and family in the case management system; document other information relevant to youth in the diversion program in their case notes including completion of case plan goals and overall outcomes of diversion.

Program Management

- Ensure the timely completion of project tasks and deliverables in coordination with internal and external stakeholders
- Ensure the participation and the general well-being of youth who participate in this program
- Examine other programs to determine their suitability and level of effectiveness for referral of program participants for additional help
- Remain flexible for meetings and activities that take place outside of scheduled workday.
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- Communicate with other professionals working with the youth in the diversion program to maintain restitutions requirements

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 youth justice

Qualifications/Skills

- Bachelor's degree in human services or related field and/or three years' experience in diversion practices and programs for youth required.
- Knowledge of best practices related to positive youth development, strength-based approaches, and restorative justice practices
- Experience with developing, coordinating, and managing programs, including the use of data to monitor outcomes and drive responses
- Able to identify pressing needs and prioritize those as needed, without losing track of other tasks and responsibilities; Ability to effectively manage time and resources.
- Attention to detail and able to correlate topics and information
- A demonstrated ability to address/resolve difficult, multi-faceted problems.
- Able to communicate effectively at all levels, both written and oral, with a wide range of stakeholders
- Excellent verbal and written communications skills

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.