

Call-In Coordinator- (Full-Time-Gun Involved Violence Elimination-GIVE Initiative)

DISTINGUISHING FEATURES OF THE CLASS: The grant funded Call-In Coordinator position involves providing executive level leadership, daily management, oversight, coordination and direction of the Violence Reduction Strategy (VRS) through the GIVE Initiative. The Call-In Coordinator will function as the day to day facilitator of communications between law enforcement representatives (local, state, and federal), social service providers, community members, and other stakeholders. The Coordinator will focus on facilitating Call-In events that are directed towards group-involved individuals usually on probation or parole—in an effort to reduce gun violence in target area hot spots. The Call-In Coordinator will coordinate all logistical aspects/components of the call-in process as well as coordinate community and service components. The Call-In Coordinator will work closely with partnering agencies in the social services sector and with citizens who will function as community moral voices. The Call-In Coordinator will also assist law enforcement in identifying violent offenders who should take part in the call-in sessions and provide the necessary follow-up with social services providers and community members to ascertain the successful completion of programs and services that were offered during the call-ins. Additionally, the Call-In Coordinator will facilitate group violence audits, custom notifications and social network analysis. Creating an organizational structure, coordinating activities with partnering agencies and fostering the development of the routinization of the strategy will be some of the primary duties of the Call-In Coordinator. The Call-In Coordinator will work with the executive director to expand the VRS operation into the community. The work is performed under the general supervision of the Captain or other higher-level staff member. The Coordinator will prep the executive director for senior level meetings and attend meetings at the discretion of the director. This position will also require other duties as assigned.

TYPICAL WORK ACTIVITIES:

Administer daily operational management and oversight for the VRS (Violence Reduction Strategy) to ensure performance fidelity.

Develop a distinct implementation plan for VRS that is most relevant and comprehensible for the City of Niagara Falls.

Coordinate GIVE strategy teams: Enforcement Strategy Team, Service Strategy Team, Community Strategy Team, and System Strategy Team.

Design an organizational structure that will be proven sustainable throughout the long-term management process of the violence reduction strategy.

Train, assist and advise an interagency working group on the design and implementation of the overall strategy

Coordinate community and service provider components of call-in meetings.

Schedule all call in meetings between key representatives and individuals on probation or parole.

Develop and supervise a Support & Outreach working group

Focus on the institutionalization and routinization of the overall VRS by way of creating a strong system of support to NFPD, social service sector partners and community moral voices partners

Facilitate group violence audits, custom notifications and call-ins

Provide prep materials and support to the executive director and any senior level partners within the Working Group

Explore other communication vehicles to reach a broader audience—delivering the GIVE message.

Distributes materials that describe the GIVE mission and available services to the target area community.

Attends staff, committee, and community meetings.

Creates reporting/tracking system to monitor outcomes of primary responsibilities.

Maintains all client files.

Participates in professional development training activities.

May perform various clerical job-related duties.

Performs other duties as needed.

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FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Strong understanding of the Group Violence Initiative model developed by the National Network for Safe Communities

Experience with the implementation process of GVI and its sustainability

Strong project management skills with the ability to create and execute strategic plans to achieve desired performance results

Ability to work interchangeably between law enforcement, social service sector and the community at large

Strong analytical, networking and problem-solving skills

Experience with performance metrics systems

Ability to use applications such as Microsoft Word, Excel, email and database software

Demonstrated ability to be an effective communicator with strong skills in writing and public speaking

Direct experience in working with leaders in government, the private sector, community organizations and academic professionals

Knowledge of the at-risk population of the City of Niagara Falls

Ability to establish good working relationships between residents, officials, and the social sector agencies

Experience in working in high-pressure work environments that have strict deadlines

Understanding of the functions and mechanics of city government

Experience in criminal justice, law enforcement, or community development

Good organizational skills; critical thinking skills; reliability; flexibility; good judgment; physical condition commensurate with the demands of the position.

Must exercise confidentiality, when appropriate.

Display a high level of cultural competence, ethical behavior and personal integrity

Thoughtful and engaging in promoting the shared vision for violence reduction amongst a diverse group of stakeholders

MINIMUM QUALIFICATIONS:

Graduation from a regionally accredited or New York State registered four-year college or university and two (2) years of experience working in a human services field with at-risk populations.

Knowledge of offender population preferred.

SPECIAL REQUIREMENTS:

Possession of a valid New York State Driver's License at time of appointment and for duration of employment.

NOTE: One (1) year of appropriate experience is required; additional education or training beyond an associate's degree can be substituted for one (1) year of appropriate experience.