

**City of Richmond's
OFFICE OF NEIGHBORHOOD SAFETY
IS RECRUITING FOR:**

Neighborhood Change Agent

Reports to: Director, Office of Neighborhood Safety (ONS)

Mission: The Office of Neighborhood Safety (ONS) provides functionality that creates, promotes and strengthens activity designed to produce community safety and well being.

Position Summary

The Neighborhood Change Agent (NCA) is part of a community team that focuses on reducing homicide and other violent crime in Richmond, California. Much of the team's work will be data driven, and as such will target Richmond's highest impact neighborhoods and communities. This team will be managed by the Office of Neighborhood Safety. The goal will be to mitigate, and wherever possible, prevent violence through the provision of alternatives and active linkage to services and supports.

The Neighborhood Change Agent (NCA) Position Description:

The NCA's main responsibilities include conducting community outreach, actively linking residents to prevention, intervention, and community resources and services; communication, and documenting community needs and services to ensure leadership is positioned to best support the work. More specifically, the NCA's role is as follows:

Program Development and Management

- Assist in the development, implementation and refinement of protocols for addressing community conflict and violence.
- Assist to identify needs and coordinate appropriate staff training and development.
- Identify and establish necessary relationships with and create protocols for working with relevant community and public system agencies.
- Assist in mediating low level conflicts, referring high level conflicts, and referring high need residents for support services, including case management services, employment services, etc.
- Develop and maintain referral system for client needs.
- Oversee maintenance of client records ensuring strict confidentiality.
- The NCA's will provide supervision and coordination of Peace Keeper activity.

Community Relations

- Map and be familiar with all homicides and other acts of violence that have occurred in the community.
- Respond to or refer all conflict related calls and referrals.
- Assess need to mediate unresolved feuds and/or other known instances of violence by developing and implementing processes to meet families and friends of recent homicide victims and others involved in situations of violence.
- Maintain constant community presence by conducting daily outreach to individuals involved in conflict, their friends and families as well as high-risk residents; share information about services and resources, especially job opportunities and; work to ensure community acceptance and support of ONS programs.
- Intervene as appropriate in crises and obtain the appropriate resources to effectively impact potentially volatile situations.
- Respond to emergency situations according to policies and procedures. Complete incident reports and other documentation as appropriate.
- Outreach to service providers, government agencies, community advocates/organizations, residents, and merchants to build relationships, gain support and share resources.
- Participate in community, neighborhood, and advocacy activities as needed.

Planning, Reporting, Supervision and Evaluation

- Assist in the development and maintenance of record keeping, evaluation, and data compilation systems with special attention to confidentiality concerns.
- Meet with team on a weekly basis to share contacts, outcomes and ensure that all clients are being appropriately served.
- Provide staff support in reaching monthly goals and yearly operating plans in support of overall department objectives.
- Meet on a monthly basis to debrief on successes, struggles, etc.

Perform other duties as identified by the Office of Neighborhood Safety

Knowledge, Skills and Abilities:

- Demonstrated commitment to social and restorative justice.
- Demonstrated commitment to goals and values of the Office of Neighborhood Safety and the outreach program.
- Relationships in and knowledge of the community, and ability to negotiate and navigate across community/geographical lines.
- Demonstrated interpersonal skills, specifically as it relates to effectively working with diverse traditional and non-traditional stakeholders.
- Ability to document outcome and data per program protocols.
- Demonstrated effective communication skills, including written and oral presentation.

- Ability to work with conflict prevention, conflict de-escalation, and conflict resolution techniques and to adhere to emergency protocols.
- Ability to work professionally in a multi-cultural team setting.
- Ability to maintain a high level of confidentiality.
- Ability to work a flexible schedule, including evenings.
- Highly organized and demonstrated strong administrative skills.
- Must be able to prioritize and handle multiple tasks.

Minimum Qualifications

- Understanding of and commitment to violence prevention as demonstrated by two (2) years of prior violence prevention related experience.
- High School Diploma or GED.
- Additional educational experience desirable.
- Valid California Driver's License.
- Ability to pass a Drug Test.
- Ability to speak and write English.
- Bilingual skills are desirable

Salary: \$35,000

Submission Package: Please submit materials that detail your interest, unique qualifications and other relevant information. At a minimum, application materials should include, cover letter, resume detailing background and skills, names and numbers of two professional references, one community reference, and one youth/young adult reference. Please send materials to: Office of Neighborhood Safety 1401 Marina Way South Richmond, CA 94804

DEADLINE: FRIDAY, DECEMBER 7, 2007