



Community Safety Program Manger

Job Title: Community Safety Program Manager

Job Type: Full-time **Pay:** (\$50k)

Department: Neighborhood Safety

Reports to: Operations Director

About Neighborhood Safety Department

Urban Family's Neighborhood Safety Program focuses on creating a healthy environment for youth and families to thrive by building neighborhoods that are connected, safe, and cared for. Specializing in culturally competent safety for BIPOC communities.

About Seattle Community Safety Initiative

Urban Family is a part of the Seattle Community Safety Initiative (SCSI) which is an initiative created to respond to the increase in gun and gang violence in Seattle. The Initiative is a partnership with Urban Family, Community Passageways, Boys & Girls Club of King County, YMCA of Seattle and the City of Seattle. The purpose of the initiative is to build and strengthen community connections and neighborhood safety for BIPOC neighborhoods in Seattle and South King County.

Position Summary

The Community Safety Program Manager will be responsible for providing leadership, motivation and vision for the Urban Family's Community Safety Team (CST). The CST will provide community-based safety and street outreach to youth involved in gangs, violence, and the juvenile justice system. CST are part of SCSI's Critical Incident Response Team who respond to incidents of youth and gang violence in targeted communities. CST will act as a bridge between traditionally hard to reach youth and the services that help youth thrive. CST will work with partners to connect youth to services, reduce personal risk factors and engage in services that increase their protective factors and network of support.

The CST will be available 24 hours a day, 7 days a week (rotating shift schedule) to respond to Critical Incidents of Violence, including deploying to the scene, hospital, vigil, community meetings and other emergency response meetings, ensuring up to 30 days of follow up services for those impacted by violence. CST maintain training in, and compliance with, all Critical Incident protocol, ethical standards of youth work, community safety, and maintain confidentiality of program and client information.

ESSENTIAL RESPONSIBILITIES

- Provide community safety, street outreach and gang intervention services to highest risk youth.
- Meet and identify youth in the community who require services to reduce their risk factors for violence, gang, and juvenile justice system involvement.
- Provide information about services to youth and their families.
- Serve as an advocate for youth to secure appropriate services, education, or other opportunities.
- Complete intake, risk and needs assessment on each client.
- Assist with implementation of safe passage in targeted neighborhoods. Recruit and engage youth to participate in services provided by SE Neighborhood Safety Hub, Urban Family & community partners.
- Monitor designated "safety zones" that students/youth congregate.
- Provide supervision and safe transition for students/youth to Light Rail or after school activities/programs.
- Retain youth by remaining consistently available, providing access to opportunities and resources, and pro-social role modeling.
- Submit required weekly documentation of activities, calendar, weekly tracker, reimbursement forms, attendance records, and enrollment forms to ensure clients are receiving services.
- Provide in-school services at partnering schools
- Utilize T-Sheets when in the field to clock in and out utilizing an app on your personal phone.
- Follow all chain of command protocols for on scene, post scene, and follow up.
- Maintain contact with clients during Incidents to provide services to clients impacted by the incident.
- Participate in ongoing tracking of community violence, tensions, and inter-gang conflicts to prevent incidents of violence and retaliations and communicate concerns to your Direct Supervisor.

- Complete regularly scheduled community safety patrols at targeted "Hot-Spot" monitoring to track high risk activity and behavior.

SUPERVISION AND LEADERSHIP DEVELOPMENT

- Oversee the day-to-day management of program operations, supporting and amplifying the great work of staff, making on-the-spot decisions related to emergency management, and serving as operations expert and problem solver.
- Directly supervise the Community Safety Team staff by providing supervision with an emphasis on coaching and leadership development.
- Proactively identify opportunities to develop the skills, talents, and leadership of your direct reports and frontline staff.
- Regularly communicating the status of SCSI's activities as well as critical issues and updates.
- Actively supporting the SCSI and community partner's vision including participation in developing, implementing and ongoing management of strategy and work plans.

PRE-REQUISITES: QUALIFICATIONS AND SKILLS

- Must be 21 years of age and comply with applicable ethical and professional standards of conduct.
- At least 2 years of supervisor experience
- Strong interpersonal, written/oral communication; ability to communicate with diverse audiences.
- Strong administrative skills and proficiency in Microsoft Office Suite (Word, Excel, Outlook) required.
- Ability to develop, work within, and lead a team, ability to effectively manage tasks independently.
- Able to take initiative and be self-sufficient with specific responsibilities and duties
- Demonstrate flexibility, thoroughness, and adaptability within fast-paced environments
- Strong oral and written communication skills with good quality spelling, grammar, and punctuation.
- Manage therapeutically with behavioral and emotional problems presented by young people and understanding of emotionally, physically, and sexually abused young people.
- Accurately maintain and produce files, records, logs and reports, and incident reports.
- Able to maintain professional boundaries with clients while building trust and respect.
- Ability to effectively respond to and de-escalate a person demonstrating aggressive behaviors, while establishing and maintaining the safety of staff and program participants.
- Experience in serving diverse communities (i.e. language, culture, race, physical ability, sexual orientation, etc.)
- Must have problem-solving/conflict-resolution skills and a track record of being reliable and on time.
- Ability to communicate and navigate relationships with multiple stakeholders (i.e. Community Partners, School Personnel, and Juvenile Probation Officers).
- Stay organized through projects, successfully meeting tight deadlines
- Generate create solutions to problems by identifying available resources and working collaboratively
- Be present and engage in person with employees and the community at various work sites

EDUCATION & CERTIFICATIONS

- High School Diploma or Equivalent
- A.A. degree or higher degree in psychology, social services or related field. (preferred not required)
- Must possess a valid drivers license and have access to reliable transportation.
- Completion of American Red Cross First Aid, CPR, and AED training within 6 months of hire and maintained throughout employment.
- Experience and credentials must comply with program contract requirements including but not limited to DSHS background check.
- Required 2+ years of experience engaging youth involved in violence, street gangs, & the juvenile justice system.
- Experience in a broad set of areas, including Education, Youth Development, Juvenile Justice, Recreation, Leisure Services, Public Administration, Business, or related fields.

PHYSICAL REQUIREMENTS

- Lifting and carrying up to 50 pounds; standing, walking, sitting for long periods of time, kneeling, squatting, and stooping; running for brief periods of time; and going up and down stairs.

- Ability to physically stand and walk for long periods of time in all weather conditions.
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Benefits

Urban Family provides a benefits package to full time employees including, medical, dental, vision, long-term disability, short-term disability, life insurance, vacation, paid holidays, sick leave and paid time off after successful completion of the 90-day Introductory Period.

Equal Opportunity Employer

Urban Family is an equal opportunity employer. Employment decisions are based on merit & business needs, & not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, gender identity, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

Contact Us to Apply

A Resume & a Cover Letter addressing your qualifications should be emailed to: smpatu@urbanfam.org