

HOUSING AUTHORITY OF THE CITY OF ANNAPOLIS
COMMUNITY SAFETY MANAGER

GENERAL RESPONSIBILITIES

Under the direct supervision of the Resident Services Director, responsible for overseeing the Housing Authority of the City of Annapolis (HACA) public safety initiatives. The Community Safety Manager will be responsible for coordinating and developing crime prevention efforts on all HACA properties including its offices. The Community Safety Manager is the point of contact within HACA for the Annapolis Police Department (APD) and other law enforcement agencies, and will work closely with residents, community groups, neighborhood associations, faith-based organizations, local, state, and federal agencies to address safety issues in a timely manner.

ESSENTIAL DUTIES

These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Assess the impact of criminal activity on the community.
2. Receives and processes complaints involving HACA rules and regulations or suspected criminal activity occurring on HACA properties, working with the on-site property managers, other HACA staff or residents.
3. Working with the on-site property managers, acts in a timely manner to resolve complaints involving HACA rules and regulations.
4. Actively walks all of HACA properties to identify safety issues and situations that are non-compliant with HACA rules and regulations.
5. Investigates in a timely manner suspected criminal activity occurring on HACA properties and reports to the Annapolis Police Department; works with local law enforcement, as needed and appropriate, to resolve such activity.
6. Secures and reviews police reports on a regular basis from appropriate law enforcement agencies to follow up on criminal activity occurring on HACA properties, and/or involving HACA residents.
7. Reviews, updates and manages HACA Banning Policy, maintains banning list and coordinates with APD regarding banned individuals.
8. Prepares/provides monthly progress reports containing measurable results to HACA's Executive Director, Board of Commissioners and the community stakeholders.
9. Serves as staff liaison to the HACA Board of Commissioners Community and any relevant Committee to the board, responding to requests for information regarding various topics and

safety related issues of concern before the Committee.

10. Manages any security detail, police officers or guards hired by HACA, and participates in hiring decisions regarding security detail, police officers or guards.
11. Reviews and approves the contracted police or security officers request(s) for payment if any.
12. Works with City Police Department to facilitate the training of HACA residents regarding community policing concepts.
13. Maintains communication with the Resident Advisory Board (RAB), Resident Councils, community and neighborhood organizations to facilitate cooperation on public safety efforts. This is accomplished through attendance at RAB, Resident Council, and community meetings.
14. Surveys residents regarding their perceptions of safety and security on HACA properties and makes appropriate adjustment in strategies.
15. Represent HACA on relevant community safety boards and initiatives. Seek community policing funding and grant sources to expand safety initiatives at HACA
16. Performs other related essential duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of report preparation techniques and procedures, and a demonstrated ability to prepare and evaluate professional and technical reports, grant applications, and other documents.
3. Thorough knowledge of community policing concepts, especially in high crime areas.
4. Ability to manage other officers and direct them according to HACA policies.
5. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority, HUD, and local/ state laws by use of a variety of reference books and manuals including HUD regulations, HACA's Admissions & Occupancy Policy, Personnel Policy, safety manuals, computer handbooks, etc.
6. Ability to comprehend and correctly use a variety of policing informational documents including police reports and other reports and records.

7. Ability to plan, organize, and develop a variety of operational and management procedures to be utilized within any Safety and crime prevention program.
8. Ability to establish measurable goals, monitor, and achieve objectives through skillful coordination of tasks among contracted public or private policing force.
9. Ability to orient other workers, provide instruction and training, and to explain organizational policies, rules, regulations, and procedures.
10. Ability to accurately record and deliver information by writing program narratives, statistical reports, memoranda, correspondence, and other job-related documents using prescribed format and conforming to all rules of punctuation, grammar, diction, and style.
11. Ability to meet deadlines and maintain confidentiality of restricted information; ability to understand and follow oral and written directions.
12. Ability to work under stressful conditions, to respond immediately to crisis situations, and to balance priorities within and between offices/departments.
13. Ability to maintain composure and tactfully handle difficult situations and interpret questions correctly; ability to behave in a friendly, understanding, helpful, and professional manner with clients/customers, coworkers, supervisors, subordinates, and the general public.
14. Ability to counsel and mediate; ability to persuade, convince, influence and train others; ability to advise and interpret on the application of policies, procedures and standards to specific situations; ability to explain, demonstrate and clarify to others within well-established policies, procedures and standards.
15. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing; ability to speak effectively before a group.
16. Ability to establish and maintain effective working relationships including effectively communicating with immediate supervisor, co-workers, other supervisors, residents, Board members, HUD, and local, state, and federal officials, nurses, social workers, physicians, attorneys, and the general public.

EDUCATION AND EXPERIENCE

Bachelor's degree in Criminal Justice, or related field supplemented with three to five years experience; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities.; Preference will be given to persons with local experience, demonstrated ties to the Annapolis public housing communities, and/or local law enforcement background.

PHYSICAL REQUIREMENTS

Must be physically able to operate a variety of automated office machines including computers, copiers, printers, calculators, facsimile machines, telephones, typewriter, etc. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc. Must be able to routinely walk HACA properties on a regular basis. Must be able to perform inspections of units and grounds which may require bending, stooping, kneeling, crouching, reaching, and crawling. Must be able to perform tasks requiring visual perception and discrimination.

SPECIAL REQUIREMENTS

Possession of valid Maryland driver's license required. This position is a full-time position. It will require flexibility with schedule. Must be able to work afternoon, evening and weekend hours as required.

FLSA STATUS

Exempt

The Housing Authority of the City of Annapolis assures Equal Employment Opportunities for employees as required by Federal and State Orders and Laws. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks. This job description is intended to accurately reflect the position activities and requirements. However, management reserves the right to modify, add, or remove duties and assign other duties as necessary. It is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills, or working conditions associated with the position.