

Operations Manager – Trenton Community Street Teams

Trenton Community Street Teams (TCST) is a community-based public safety violence intervention initiative focused on reducing violent crime by interrupting the cycle of retribution. TCST draws upon an evidence-based, trauma informed approach to violence reduction. Our program facilitates the mediation of ongoing disputes that may result in violence and helps community members (especially those at greatest risk of becoming a victim or perpetrator of violence) connect to needed services, travel safely to and from schools, and become more connected to their communities.

TCST is seeking a highly motivated individual with exceptional organization, communication, and problem-solving skills to serve as **Operations Manager** of this dynamic community-based violence intervention program. Reporting to the Director, Trenton Community Street Teams, the Operations Manager oversees and supports the day-to-day operations of Trenton Community Street Teams, including staffing, scheduling, training, recordkeeping, and reporting. The Operations Manager is part of the TCST leadership team and has the opportunity to direct and shape Street Teams program implementation. The Operations Manager provides essential administration and coordination support for the Street Teams project, and directly supports and supervises Street Teams staff to ensure they are able to achieve the violence prevention goals of Street Teams.

This position is an excellent opportunity for a motivated, experienced, and creative individual to direct and support community-based violence intervention efforts in Trenton. The Operations Manager will identify opportunities, partnerships, and efficiencies to broaden and deepen TCST offerings, while ensuring that community members' safety remain the priority of the project and services. The successful candidate will have excellent communication skills and be enthusiastic, self-critical, reflective, and committed to the potential of community development work; aware of their own history and experience in the context of the work; and be open to learn and grow into the evolving role.

Qualified Candidates Will Have Proven Success In:

- Project management, including collaboration in the development and maintenance of operational systems that support the effective implementation of Street Teams services
- Development and maintenance of standard operating procedures, operational protocols, and safety plans for all Street Teams programs
- Managing community-building, organizing, and engagement efforts in multiple communities with a non-traditional, diverse staff
- Collaborating with the Project Director to create and implement performance evaluations and needed mitigations or augmentations to staff or procedures to ensure project success
- Supporting a regular and consistent staff evaluation and support process to ensure growth and accountability among Street Teams staff
- Developing and maintaining strong partnerships with TCST staff, local school personnel, community volunteers, and project stakeholders

- Providing leadership and ongoing training on data gathering, management, communication, and coordination including the daily review of all logs and incident reports
 - Participating on committees and collaboratives to advance community-informed priorities around the issues of violence, law, and public safety
 - Applying current research around community-based violence prevention and intervention to reflect on and improve progress in this project
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Required Skills and Experience:

- Bachelor's degree from an accredited college or university, preferably related to social services or similar field; Masters or equivalent experience preferred
- Lived experience navigating communities and situations with high rates of violence
- 5+ years of staff supervision or team leadership experience
- Evidence of successful project development and implementation
- Demonstrated ability to take initiative and follow through on delegated tasks
- Demonstrated record of community-informed organizing or engagement experience
- Proven history of working with varied and conflicting stakeholders and audiences
- Knowledge of issues related to community violence reduction, social work, law, public health, community engagement, or related fields
- Cultural competency and cultural humility
- Strong written and oral communication skills
- Familiarity and comfort with Microsoft Office applications
- Spanish language proficiency preferred
- Possession and maintenance of a valid driver's license in good standing
- Ability to maintain state central registry (SCR) clearance and fingerprint clearance throughout the duration of employment
- No pending criminal cases or prior convictions for sexual assault, child abuse, or domestic violence.

Position and Compensation Details: Exempt, 40 hour/week position, flexible schedule. Salary: \$55-63,000 plus Comprehensive Medical, Dental, Vision, and FSA benefits, 401K with company match, and a generous PTO policy

Interested candidates should submit cover letter and resume to hr@isles.org.