



CITY OF BALTIMORE

Department of Human Resources

7 E. Redwood Street, 16th Floor

Baltimore, MD 21202 (410) 396-3860 711(TTY) [www.baltimorecity.gov](http://www.baltimorecity.gov)

**Office of Equity and Civil Rights is An Equal Opportunity Employer**

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OPENING DATE: 2/1/2023

CLOSING DATE: posted until filled

**CLASS DESCRIPTION:**

**THIS IS A NON-CIVIL SERVICE POSITION**

**Police Accountability Division**

Agency: **OFFICE OF EQUITY & CIVIL RIGHTS**

Title: **Complainant Advocate**

The Office of Equity and Civil Rights is a city agency devoted to advancing equity and upholding the federal and local civil rights laws, the local living and prevailing wage laws, ensuring access and equal opportunities for persons with disabilities, and providing oversight of local law enforcement. The mission of the Office of Equity and Civil Rights is to carry out activities to eliminate inequity, inequality, and discrimination. The Office of Equity and Civil Rights consists of the Police Accountability Division, the Community Relations Commission, the Mayor's Commission on Disabilities, the Wage Commission, the Equity Office, and the Women's Commission.

The Police Accountability Board (PAB), mandated by the Maryland Police Accountability Act of 2021 and created in Baltimore by City Council Bill 22-0234, is an independent body of 17 civilian members tasked with the intake of all police misconduct complaints involving a member of the public, holding regular meetings with the heads of law enforcement, reviewing policy and data issues on policing issues, and disseminating public reports about the state of police misconduct. The Administrative Charging Committee (ACC), mandated by the Maryland Police Accountability Act of 2021, is a body of five civilian members who review the investigations for the complaints filed with the PAB and decide on disciplinary outcomes.

## **Duties and Responsibilities**

- Interfaces with victims, survivors, and community members to provide trauma-informed crisis intervention, resource referral, and advocacy services to police misconduct victims and other problems unique to victims within Baltimore City and the surrounding area.
- Maintains City quality assurance standards and trauma-informed principles during live responses to incoming calls, chats, and walk-in contacts.
- Assesses imminent risks for health and/or safety of the victim and make referrals as appropriate.
- Assists victims with navigating the system to obtain the services desired and refer victims to the appropriate services for continued support.
- Attends department-specific training and meetings to maintain knowledge of advocacy best practices, internal and external resources for clients, and community resources and trends.
- Demonstrates inclusiveness during interactions with differently-abled persons and individuals with varied sexual, gender, racial, ethnic, cultural, and socioeconomic backgrounds.
- Provides resources and facilitates a warm handoff during referrals to other agencies on behalf of callers seeking access to external recovery services.
- Advocates on behalf of high-risk clients to internal stakeholders across programs to facilitate victim needs.
- Completes daily documentation of activities through agency software system and paper system. This may include filing call reports, organizing call center spaces, responding to voicemails, etc.
- Other responsibilities as assigned

## **Qualifications**

- Bilingual fluency in English and Spanish
- Bachelor's degree+ 2 years of experience
- Demonstrated ability to work quickly and calmly in a crisis required
- Demonstrated ability to make decisions that de-escalate conflict and resolve a crisis effectively required
- Excellent oral and written interpersonal skills with a solid ability to relate to various individuals, including victims, children, donors, business leaders, and human service providers. Particular emphasis on communication over the telephone and computer

- Demonstrated ability to work independently and juggle multiple competing tasks and timelines required.
- Thorough understanding of and experience with the complex nature of community-police relations.
- Helpful, respectful, approachable, and team-oriented; committed to building strong working relationships and a positive work environment.
- Receptive to feedback.

### **LICENSES, REGISTRATIONS AND CERTIFICATES**

Not Applicable.

This is a full-time, non-civil service position with a comprehensive benefits package. Those considered for employment must authorize release of a criminal background investigation.

### **To Apply: (Job open until filled)**

Interested candidates should submit a cover letter and resume, to Khadeja Farahmand, Chief of Staff via email to [Khadeja.Farahmand@baltimorecity.gov](mailto:Khadeja.Farahmand@baltimorecity.gov). Please include "Complainant Advocate" in the subject line.

### **Financial Disclosure:**

This position is required to complete a Financial Disclosure pursuant to Sections 7-7, 7-8, and 7-9 of the City Ethics Law.

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