

City of Rapid City

Job Description

Job Title	Community Co-Response Operations Manager		
Job Code:	CROM	Job Family:	
Pay Grade:	NUSC	Date Revised:	1/24/2022
FLSA Status:	Exempt		

General Summary: The Community Co-Response Operations Manager will be the primary coordinator, strategist, and operations manager for the City of Rapid City for the community co-responder initiative. The Community Co-Response Program (CCRP) will advance communities strategic and operational goals through coalition with the City, County, and various community partners to develop and implement a community co-response model for those experiencing crisis. The Operations Manager must demonstrate strong project management experience, including the design and implementation of community-based projects, community organizing, and strong communication skills. The Operations Manager must also demonstrate experience working on safety issues and with cross-sector partners. This is a full time, salaried position, 40 hours per week.

Essential Duties and Responsibilities:

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Provide operational control and management of co-response efforts in Rapid City with the government and non-governmental agencies.
- Manage day-to-day tasks and activities related to co-responder efforts in the community.
- Convene regular meetings to facilitate project goals, objective, and strategies.
- Coordinate crisis intervention modeling framework and develop community interventions and training.
- Coordinate and de-conflict operational activities with co-response agencies to include community organizations, law enforcement, medical, mental/behavioral health, emergency services, and human services.
- Develop and implement training for co-response activities and agencies involved in co-responder operations.
- Develop and implement collaborative community events and forums designed to develop community and public based outreach efforts, strategies, and community engagement.
- Establish and maintain strong partnerships with local groups of community-based organizations and service providers on an ongoing basis.
- Provide operational control and management of co-response efforts in Rapid City with the government and NGO agencies.
- Coordinate program activities as outlined in grant proposal to successfully fulfill the goals, objectives, and strategies during the 3-year award period.
- Collect required data to be used to monitor, improve, and evaluate program performance
- Compile and maintain a calendar of events, database of participants, and administrative records and reports.
- Provide periodic reports and briefing papers for all partners on the implementation of the project.

Qualifications:

Education and/or Experience:

- Bachelor's degree that relates to program management and coordination of emergency or human services.
- Experience working with people from diverse backgrounds and cultures;

- Knowledge of the coordination of human services and emergency service operations.
- Experience leading policy discussions and advocating at various levels;
- Experience leading project management teams and collaborative workgroups;

Other Skills and Abilities:

- Strong administrative, time, and task management skills;
- Ability to work with a diverse group of people and experience in building and maintaining relationships in the community;
- Commitment and sensitivity to community and public safety issues;
- Highly motivated and independent, but also able to work as part of a team;
- Computer and other skills necessary to prepare necessary reports, maintain database and analyze data;
- Knowledge and experience in community relations/development;

Working Conditions:

Work consists of an office and field environment, with no adverse environmental conditions. Must be able to work flexible hours, with nights and weekend commitments on occasion.

Physical Demands:

An employee in this position must be able to physically perform the basic life operational functions such as walking, typing, standing, and reaching. The employee must be able to perform sedentary work.

Travel:

Some travel outside of Rapid City will be required.