

Now Hiring - Applications accepted through August 12, 2026



City of

Ithaca

Community Responder

The City of Ithaca, NY is seeking qualified applicants for
Community Responder with the City Manager's Office!

Position Description: The work involves providing non-law enforcement, community-based response to incidents deemed appropriate for alternative response under established triage and safety protocols, including behavioral health, emotional distress, psychiatric crises, conflict resolution, quality-of-life concerns, and other situations where a supportive, self-oriented response is appropriate. Community Responders do not respond independently to incidents involving reported or suspected violent criminal activity in progress. The Community Responder conducts outreach to individuals and groups within the community, including vulnerable and marginalized populations, to build trust, strengthen relationships, and connect residents to the appropriate supportive resources and services. Community Responder serves as part of a multidisciplinary team that enhances the City's emergency response by offering an alternative, person-centered approach to situations that may not require ongoing law enforcement intervention. The work involves ongoing collaboration and close partnership with the Ithaca Police Department, emergency communications, and community agencies to enhance coordination across public safety and human services systems. Work is performed primarily in the field through walking, biking, or driving within assigned areas, including locations with elevated need for outreach and community response services. The role includes collecting and documenting data, preparing clear and accurate reports, and communicating with partner agencies to support referral, follow-up, and service coordination. The work is performed under the general supervision of the Deputy City Manager or designee. Does related work as required.

To view the complete job description, visit: [Community Responder job description](#).

Minimum Qualifications: Graduation from high school or possession of a high school equivalency diploma.

NOTE: Background in community outreach, behavior health, crisis intervention, social services, peer support, conflict resolution, public health, emergency response, or a closely related area, as well as lived experience and strong connection to the community, may be considered favorably in the selection process.

Special Requirement: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.

Salary: \$53,521/year





Appointment Status and Exam Requirement: This will be a provisional appointment pending the results of a civil service examination to be scheduled at a later date. Permanent appointment will be dependent upon the candidate's exam score.

Residency Requirements: There are no residency requirements for this position.

Benefits: Refer to the [Fringe Benefits](#) webpage and [Administrative Unit collective bargaining agreement](#).

Supplemental Information:.

- The City of Ithaca values diverse perspectives and life experiences. We encourage people of all backgrounds to apply, including people of color, women, LGBTQ+, veterans, people with disabilities, and those with lived experiences.
- The City of Ithaca is committed to the full inclusion of all qualified individuals. Consistent with the Americans with Disabilities Act (ADA) and the NYS Division of Human Rights (NYS DHR) it is the policy of the City to provide reasonable accommodation when requested without causing an undue hardship. If accommodation is needed, please call (607) 274-6539 or contact us by email using hrdept@cityofithaca.org.

Application Materials Required:

- City of Ithaca application
- Copy of high school transcript
- Copy of driver license

Applications will be accepted until 4:30 p.m. on August 12, 2026. Submit required application materials to:

<https://ithaca-portal.mycivilservice.com>

**City of Ithaca
Human Resources Department
108 E. Green St.
Ithaca, NY 14850
(607) 274-6539**



All applications must be submitted electronically through our online application program. We do not accept paper applications, faxed applications, e-mailed applications or photocopies of applications.

Ithaca is Gorges! We would love to have you on our team!

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