

CARLETON UNIVERSITY

Position Description

Position Title: Student Safety Patroller

Reports To: Shift Manager

Department: University Safety

Position Summary:

Student Safety Patrollers are active Carleton University students hired as casual employees and possess a security guard license under the Ontario Private Security and Investigative Services Act, 2005

Under the operational supervision of the Shift Manager and the administrative supervision of the Community Liaison Officer, the Student Safety Patroller is a member of a team of public safety specialists responsible for providing personal safety for members of the university community in a courteous, helpful and professional manner. Student Safety Patrollers provide a limited security role on campus and are not use-of-force qualified.

Primary Duties Performed:

- conduct proactive patrols of the campus buildings and grounds and provide an appropriate response where required;
- observe and report incidents that may require a higher level of security intervention;
- respond to calls for service as directed to ensure the safety and security of the community;
- provide security for persons, buildings and assets of the university through a variety of security techniques and methods;
- provide general traffic management duties;
- enforce appropriate university regulations and policies including but not limited to parking and traffic regulations;
- attend court as required, provide testimony, and conduct oneself in a manner as directed by policy;
- assist in promoting crime prevention programs;
- foster, develop and maintain rapport with community members and internal partners;
- provide constant, clear, effective, and accurate communication with Shift Managers with respect to issues within their responsibility;

- liaise regularly with other personnel throughout the department, and undertake efforts to keep all team members informed by openly and actively sharing all relevant information;
- as per policy, ensure all notebooks and reports, are completed within specified timeframes;
- perform the duties of a dispatcher when required; and
- perform other related duties as required or directed.

Education:

a. Minimum of formal education required:

Must be enrolled in a Carleton University degree program with a minimum of six (6) courses in an academic year.

b. Minimum of continuing study required:

- maintain their status as a security guard licensed under the Ontario Private Security and Investigative Services Act, 2005, by taking courses and testing as required;
- obtain and/or maintain appropriate first aid, CPR and AED certification by taking courses; and
- attend seminars, workshops and on-line training courses and an on-going review of books and journals to stay current with law enforcement, public safety and crime prevention strategies and standards.

c. Certification required:

- must possess a valid security guard licences as defined in the Ontario Private Security and Investigative Services Act, 2005; and
- must possess a valid *WSIB approved* Standard First Aid certificate and CPR C certificate (*not expiring for at least one year from the application date*).

Work Experience:

Minimum of relevant work experience required:

Two (2) years' experience in a full-time or part-time customer service related position.

Knowledge and Skill Requirements:

The position requires the incumbent to possess knowledge and skills related to the provision of services that will ensure the safety and security of the campus community.

The incumbent:

- requires basic knowledge and understanding of the Criminal Code of Canada and Provincial Statutes.
- is expected to remain current in new and amended legislation that is pertinent to the position;
- must have administrative and organization skills, with the ability to prioritize their work to complete work within prescribed deadlines;
- must have the ability to interact and transfer information within a team environment as well as instruct when and where required in areas of expertise;
- must possess conflict resolution and negotiation skills.
- demonstrate good judgment in enforcing university regulations and security policies and practices, while maintaining confidentiality in law enforcement and/or security matters;
- be able to communicate effectively both orally and in writing through security reports, complaint and witness statements, and in assisting and providing general information to the university community and visitors while demonstrating attention to detail;
- must possess a high degree of tact and diplomacy dealing with the university community under a variety of difficult situations. This position requires the incumbent to provide helpful general information to the community and in other situations when "instructions" may have to be given to violators of university regulations;
- within any given situation, responds in a composed, self-assured manner in order to accurately and efficiently assess/resolve the problem, bearing in mind safety concerns at all times;
- must understand the responsibilities and limitations of their position and seek appropriate support when required;
- be self-motivated and work without direct supervision;
- show initiative performing daily duties and identifying and solving problems;
- must demonstrate sensitivity toward the cultural diversity of the campus community; and
- understand the principles of service excellence.

General:

- an appropriate level of physical fitness must be maintained in order to perform assigned duties.
- the incumbent is required to work hours commensurate with a varying shift schedule in order to meet operational requirements of the department, including day, evening and overnight shifts (including weekends and statutory holidays).
- an "oath of confidentiality" is required of the incumbent pursuant to Section 29(1) of the Municipal Freedom of Information and Protection of Privacy Act.

Approved:  Date: December 22, 2014
Allan Burns
Director,
Department of University Safety