

Job Description

Job Information

Position Number: 297841
Job Title: Community Safety Coordinator
Grade: NU05
Manager's Title: Director, Campus Safety Services
Department: Campus Safety Services
Date: February 2020

Job Summary

Responsible to develop, implement, promote, maintain and supervise the Campus Safety Services crime and theft prevention, Security, Safety and Emergency Awareness assessment program, social media platforms, personal safety initiatives, inclusion programs for ongoing campus activities and special events. Promote all other departmental services to the Carleton community such as emergency management awareness through education and community interaction. Liaison with different internal and external organizations supporting collaboration efforts to increase awareness, development, and implementation of new programs campus safety programs as needed. Monitor and respond to Campus Safety Services customer emails dealing with Campus Safety Services. Act as the primary point of contact for all community inquiries, safety training, research and awareness support. Be able to respond and work as a Special Constable in patrol as needed and during times of additional staff requirements. Support investigations and report filing as needed and during the absence of the Investigations and Training Coordinator. Act as the Incident Commander for Campus Safety Services during special events on campus as required. Responsible for direct recruitment, training, scheduling and management of the Student Safety Patroller program consisting of 40-50 student staff

Key Accountabilities

Program Development and Implementation

- Develops, implements, supervises, and maintains crime and theft prevention programs and personal and departmental safety outreach programs and personal and departmental safety outreach initiatives and programs through several venues (training, education, recommendation of mitigation actions and response capabilities)
- Undertakes research and best and better practices on crime prevention and personal safety programs
- Coordinates Campus Safety Audit Program in conjunction with CUSA, Equity Services, Facilities Management and Planning
- Coordinates and conducts Safety, Security and Emergency Preparedness Assessments on request and in conjunction with the Technical Services function and the Emergency Management Officer
- Oversees community education program, creates and distributes information materials (hard copy and web-based), delivers presentations, and provides information booths at various campus locations
- Recruits, trains, and manages the Student Safety Patroller program with a focus on maintaining required staffing levels for the campus
- Liaises with internal and external agencies to determine the implementation and development of new departmental programs and initiatives

Community Support

- Liaises with on-campus departments, student groups, external groups, agencies and community on crime prevention program and strategies (e.g., Residence Life, CUSA, Ottawa Police Services) with the goal of enhancing current partnerships and developing new connections that further unify our community
- Acts a point of contact and logistics facilitator for security and traffic control for special events e.g., move-in weekend, CU Day, convocation
- Represents campus safety services on work groups and committees
- Drafts media releases, responds to incoming email, updates website and social media, and contributes to department policy, procedures, and standards
- Submits incident reports and undertake interviews and investigations when required
- Conducts police background checks

Student Safety Patrol

- Recruits and trains student safety patrol
- Provides coordination, administration, and ongoing supervision and support, including scheduling, mentoring and performance reviews
- Responds to all complaints and grievances dealing with unionized members including conducting full investigations that may lead to disciplinary action including termination

Job Requirements

Core Knowledge, Education and Experience

- Knowledge of community and personal safety and security programs, processes, policies and procedures
- Knowledge of crime prevention programs, emergency response, and crisis management
- Knowledge of office as well as the broader university academic units, departments, and divisions
- Knowledge of office productivity software and databases, internet browsers and search engines, discipline-specific software, enterprise software, and technology devices
- Knowledge of supervisory practices
- Knowledge of web development tools

Education

- Completion of college diploma in police foundations or equivalences ie., Crime Prevention through Environmental Design (CPTED) level 1 and 2 certification
- Special Constable status
- Crime Prevention through Environmental Design (CPTED) Level 2 certification
- Accreditation as Crime Prevention Specialist or ASIS CPP/PSP/PEI

Experience

- Minimum of seven years of previous experience in safety and security and/or crime prevention program delivery plus two years supervisory experience in progressive role in a unionized work force

Communication and Stakeholder Management

- Explains, clarifies, and elaborates on information to increase understanding
- Prepares, delivers, explains, and exchanges community and personal safety information one-on-one and in groups
- Video development

- Tabling
- Media relations
- Develops brochures and promotional materials
- Represents Carleton at events
- Responds to conflict, complaints, and questions in-person, email, or by telephone
- Interacts across a range of stakeholders with a focus on the provision of operational support and the exchange, collection, and dissemination of information
- Creates education materials, posts to social media and website – ensure consistency standards are followed
- Meets with stakeholders to determine current departmental engagement impact and determine areas for improvement. Oversees the communication of these needs to the department and recommends of new training and new initiatives

Problem Solving and Decision Making

- Works with autonomy in self-directed role
- Develops and creates crime prevention and safety programs
- Plans and executes security and traffic management plans in support of campus events
- Prioritizes and adapts activities in accordance with daily/weekly/annual schedule within defined timelines/deadlines
- Identifies issues, consults, collaborates, and follows policies, procedures, and processes
- Responds to emergency situations including undertaking investigations following protocols and policy
- Provides ideas and suggestions to improve work processes

Impact

- Contributes to reputation of campus safety and the university more broadly through interaction with internal and external stakeholders
- Contributes to health, safety, and well-being of self and others
- Contributes to student development and well-being
- Contributes to completion of work unit activities through completion of sequenced tasks/workflow
- Fosters a culture of respect and equity for all students, staff, faculty and public members
- Enhances current partnerships and builds new connections that further unify the campus community

Leadership and Development of Others

- Manages and Supervises part time ACT program student
- Leads recruitment, selection, and training
- Delegates workload, assigns tasks, manages schedules, and reports and recommends training and development
- Provides day-to-day coaching and mentoring
- Evaluates performance, gives feedback, and undertakes disciplinary actions within limits of authority
- Supervises full time Engagement and Inclusion Officer, including delegating workload, assigning tasks, managing schedule, reviewing work and approving new initiatives

Physical, Visual, Auditory, and Concentration Demands

- Uses keyboard, mouse, computers/tablet, and other technology devices
- Responds to frequent interruptions to workflow that impact concentration demands
- Concentration and visual effort during text/data input, cross checks of information, and confirming accuracy

- Heighten auditory demands for stakeholder interactions
- Maintains physical fitness in order to complete annual use of force training

Working Environment

- Works in office environment
- Attends after hours events, activities, and meetings
- Performs regular duties of special constable and/or shift managers as required - exposure to stressful experiences/interaction with Carleton community and campus visitors who are upset, angry, and/or emotionally charged (substance abuse/suicide/sexual violence/sexual assault/fatalities/communicable diseases and weapons)
- Perform regular duties of Investigations and Training Coordinator in his/her absence

Manager's Signature: _____ **Date:** _____

Employee's Signature: _____ **Date:** _____