

CITY OF HAMILTON

CITYHOUSING HAMILTON

(STRATEGY & QUALITY IMPROVEMENT – LOCATION -55 HESS ST. S.)

SUPERVISOR, COMMUNITY SAFETY - CHH

SUMMARY OF DUTIES

Reporting to the Manager, Strategy & Quality Improvement this position is responsible for overseeing CityHousing Hamilton's community safety and security action plan team. This position will deliver high quality customer focused community safety approach in an accountable manner that aligns with the City of Hamilton's Safety and Wellbeing Framework.

GENERAL DUTIES

Work closely with the CHH staff, CHH Tenants and Community Partners to conceptualize, develop, implement and continuously renew an overall community safety strategy that demonstrates the various processes and resources needed to understand and address community safety within CHH and create service delivery standards and report on standard benchmarking indicators.

Develop, implement, monitor, update and track safety policies and procedures to address community safety incidents and protocols. Investigate action, follow up and report on safety and security incidents and security reports to mitigate security risks.

Assess and implement a community focused action plan to mitigate security risks.

Ensure consistency and standardization by liaising with CHH staff, CHH Tenants and Community Partners to communicate a community focused safety and security processes and procedures as well as support community-based safety projects, initiatives and problem solving related to safety and security. Work collaboratively with stakeholders' in identifying, developing, implementing, and maintaining safety and security processes, practices, and policies throughout the CityHousing Hamilton to reduce risks, respond to incidents, and limit exposure and liability in all areas of physical, personal, operational and reputational risk.

Take the lead on training, testing and evaluating organizational readiness in the event of safety and security related events.

Build relationships with Community stakeholders, i.e: Hamilton Police Services and other relevant safety and security related agencies to establish CityHousing Hamilton's presence through-out properties.

Interface with CityHousing Hamilton's leadership on industry trends, best in class strategies, safety and security strategic planning and other safety and security related matters including benchmark reporting.

Provide a strategy for CityHousing Hamilton's security systems technology. Ensure that all projects related to security technology (i.e. Video Surveillance, Access Control, etc.) adhere to the overall strategy. Oversee the deployment and maintenance of security systems technology.

Oversee and manage outsourced security services related contracts including security guard services, surveillance systems and access control systems.

Develop and provide training plans, programs, procedures, and exercises to establish baseline organizational responses.

Ensure proper risk management principles are employed when considering legal liability, exposure and court action issues involving the CityHousing Hamilton.

Work in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety and all other applicable legislation pertaining to safety and security.

Participates in formulating the annual capital and operating budget for Safety and Security.

Performs other duties as assigned that are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Baccalaureate Degree or College Diploma in Health and Social Services, Sciences, Business, or a combination of education and relevant work-related experience. Background in Political Science and Police Foundations would be an asset.
2. Professional Certifications in related fields (such as PMP, CSPM, CPP, PSP, etc.) are considered an asset (certified project management professional, certified community safety and security project manager, certified protection professional, physical security professional).
3. Previous supervisory experience in a multi-location unionized environment would be an asset. Excellent organizational skills and time management skills, including the ability to co-ordinate staffing and external contractors/consultants for regular, emergency and special service.
4. Must have considerable experience in community safety and security or a related public sector organization that demonstrates experience and exposure in large scale housing organizations safety and security environment dealing with security-related issues.
5. Demonstrated supervisory, coaching, leadership and team-building skills along with demonstrated decision-making and problem-solving skills dealing with challenging situations.
6. Exceptional interpersonal skills required to deal with broad cross-section of professionals, tenants, staff, public, elected officials and other community-based agencies and organizations.
7. Must be self-motivating and capable of working independently and as part of a team. Must excel at planning, organizing, and implementing projects.
8. Must have an understanding of municipal and provincial legislative, regulatory and policy framework, and administrative functions and responsibilities.
9. Ability to exercise appropriate judgement and discretion dealing with confidential, sensitive and/or potentially controversial information, ability to interact with staff and other outside entities in a professional, tactful and courteous manner.
10. Extensive experience and ability to influence or participate in cross-functional teams, foster cooperative and collaborative working relationships and to take multi-partner projects to successful completion.
11. Perform effectively in a multi-disciplinary, fast paced environment that requires a high degree of personal organization, motivation, initiative, problems solving techniques and highly developed project management skills.
12. Excellent written, verbal, research and presentation skills and the ability to work in a team environment is essential.
13. Possess computer literacy skills utilizing the Microsoft Office Suite of Products including Outlook, Word, Excel and PowerPoint.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
