

# CITY OF HAMILTON

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

### COMMUNITY SAFETY LIAISON – CUPE 5167

#### SUMMARY OF DUTIES

Reporting to the Supervisor, Community Safety, the Community Safety Liaison (CSL) is a member of CityHousing Hamilton's community safety and security action plan team.

The CSL facilitates communication and collaboration with tenants and community organizations to ensure smooth operations and efficient decision-making to improve safety, security, and a sense of community. This includes gathering information and maintaining effective relationships, networks to identify crime and social order problems to support the development of effective solutions.

#### GENERAL DUTIES

Facilitates community safety promotion awareness and outreach to tenants through training sessions, workshops, community meetings and other engagements activities.

Conducts research and notifies Supervisor, Community Safety of suspected safety activities and develops recommendations and strategies to address identified issues.

Follows-up to ensure safety issues are being resolved. Coordinates case conferences with relevant staff as needed.

Builds and maintains strong relationships with internal and external stakeholders. Develops a deep understanding of tenant needs, expectations, and concerns.

Works collaboratively with staff across CHH to facilitate the resolution of specific community issues involving safety and community wellbeing.

Liaises with tenant-facing staff and assists vulnerable tenants who may be experiencing mental health issues.

Facilitates conversations with staff and tenants, negotiate compromises, and finds mutually beneficial solutions. Fosters a positive and harmonious working environment.

Manages the flow of information between different parties. Keeps all stakeholders informed about relevant updates, changes, or decisions. Ensure that all necessary documentation is meticulously organized and accessible.

Develops community safety plans for identified communities providing results to internal stakeholders for consideration. Provides expertise in the development of safety prevention strategies in communities.

Coordinates community trauma support after critical incidents. Engages with tenants, relays critical safety information between CHH and the tenant community. Represents the interests and concerns of tenant community members when safety, security or crisis situations arise. Ensures information is accurately shared and understood by all parties involved.

Works with the CHH teams to organize tenant town halls to disseminate information and ensure emergency preparedness. Attends and starts CHH/Tenant meetings wherever intervention may be required.

Responds to police requests for video evidence in collaboration with Supervisor, Community Safety.

Works 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.

Performs other duties as assigned which are directly related to the responsibilities of the position including urgent/emergency requests.

**QUALIFICATIONS**

1. Must be able to demonstrate a level of expertise related to the duties described normally acquired through a Degree or College Diploma in Health and Social Service Worker, or a combination of education and relevant work-related experience. Understanding/background in Police Foundations would be an asset.
2. Ability to establish and maintain positive relationships with diverse and often vulnerable groups, including tenants, community members, agencies, members of council, emergency services, managers, team members, external partners, etc.
3. Proven experience in a liaison or related role, preferably in a community service setting.
4. Strong leadership skills with the ability to resolve disputes and disagreements. Proficiency in negotiation and conflict resolution techniques to manage differing opinions and reach consensus.
5. Strong verbal and written communication skills to effectively convey information, ideas, and instructions to different stakeholders.
6. Analytical mindset with the ability to identify problems, evaluate alternatives, and propose practical solutions.
7. Strong organizational skills to handle multiple tasks, prioritize responsibilities, and meet deadlines.
8. Ability to work effectively in cross-functional teams and facilitate collaboration among individuals with diverse backgrounds and perspectives.
9. Valid Ontario Class "G" driver's license.
10. A Vulnerable Sector Criminal Record check will be required.
11. Proficient in using computer software applications including in Microsoft Office (Outlook, Word, Excel).

**THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.**

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

\*\*\*\*\*