



COMMUNITY SAFETY FOOT PATROL

JOB DESCRIPTION

INTRODUCTION

The Exchange Community Safety Program serves to promote and enhance community safety in the Exchange District. By serving as well-trained eyes on the street, Community Safety Foot Patrols liaise with the businesses, residents, visitors, and workers who spend time in the area.

POSITION OVERVIEW

Foot Patrols are responsible for promoting a safe and friendly Exchange District by patrolling the streets, back lanes, parks, event areas and other public spaces. Foot Patrols often serve as extra eyes and ears for the Police and other service agencies, compiling daily reports and communicating any specific concerns. A visible presence, Foot Patrols are trained in first aid and CPR. They work to prevent and resolve negative situations through verbal de-escalation tactics and communication, calling on emergency or other services as appropriate, keeping detailed notes and observations.

Community oriented, Foot Patrols regularly engage the public, answering questions about navigating the area, parking, and points of interest. Foot Patrols also conduct Safe Walks when requested and able to do so. Working closely with the Maintenance and Beautification team, Foot Patrols actively engage in implementing Crime Prevention Through Environmental Design principles by ensuring the physical environment is maintained and environmental safety issues are resolved quickly.

The ideal candidate is a strong team player in excellent physical condition and knows how to be polite, friendly and professional in every situation and is expected to work during days, evenings, weekends, and special events in every season.

REPORTING

The Community Safety Foot Patrol reports to the Patrol Supervisor and Executive Director and works closely with all staff.



MAIN AREAS OF RESPONSIBILITY & RELATED TASKS

PATROL DUTIES:

Under the guidance of the Patrol Supervisor, perform tasks including, but not limited to:

- Promote a safe and friendly Exchange District by patrolling the streets, back lanes, parks, events areas, and any locations marked for special attention
- Provide assistance to any member of the public. This includes but is not limited to providing directions, general assistance, and information about the Exchange District and the Exchange District BIZ
- Apply First Aid & CPR when required
- Provide resources to the unsheltered and vulnerable community and liaise with relevant agencies as appropriate
- Keep and maintain a daily record of all activities performed on shift as a representative of the Exchange District BIZ, including data collection, note-taking, daily occurrences, and incident report narratives
- Attend and promote special events and programs and assist with distributing materials to BIZ members as requested
- Assist the Maintenance and Beautification team by reporting any public realm concerns, including potential safety hazards, broken lights and street furniture, litter, graffiti, etc, or addressing the situation directly when able to do so
- Attend all meetings, events and initiatives as requested
- Complete Exchange Patrol Training and attend additional training opportunities when offered
- Assist with problem solving on behalf of the Exchange District business community, serving as a link between businesses, nighttime special events, the Police Service & other agencies
- Complete special assignments, such as research, CPTED audits, community presentations, and assistance with other Exchange District BIZ programs as requested



EXPECTATIONS:

- Treat every person politely, with dignity, respect, and patience
- Maintain neutrality and composure even when antagonized
- Be punctual in all duties and assignments
- Follow all assignments – dispatches, special attentions, safe walks, reporting safety concerns, street hazards and graffiti
- Observe and follow all policy and procedure guidelines
- Maintain a valid First Aid and CPR level C certificate
- Help to maintain a clean and organized office environment
- Keep uniform and assigned equipment in top condition
- Refer any media requests to the appropriate staff person

COOPERATIVELY— WITH ALL STAFF

- Answer phones and forward calls as required, taking detailed messages
- Greet visitors, respond to enquiries and provide information as required
- Assist with meeting/event preparation and their requirements as needed
- Identify opportunities to improve the overall organization



QUALIFICATIONS & SKILLS REQUIRED

A combination of relevant experience and education related to the position

REQUIREMENTS:

- Minimum Grade 12 education
- Completed or currently enrolled in an educational program related to Criminology, Criminal Justice, Law Enforcement, or related fields
- Possess or be willing to obtain a valid certificate in First Aid
- Recently passed or submit to and pass a Police criminal record check and an adult/child abuse registry check
- Physically fit and capable of walking up to 8-10 hours a day in ALL WEATHER CONDITIONS
- Possess a positive attitude and a friendly personality
- Fully vaccinated for a minimum of 2 weeks before hire

DEMONSTRATED ABILITIES:

- Being comfortable and willing to engage with all members of the public
- Excellent written and interpersonal skills
- Strong task management, organizational skills, and critical thinking
- Fluidity in working in a fast-paced environment with multiple team members
- Knowledge of community policing principles
- Prior knowledge of the Exchange District area and its community is considered an asset
- Excellent verbal communications skills
- Prior experience with note-taking, non-conflict resolution and by-laws pertaining to public nuisance and powers of arrest is considered an asset
- Research, writing, and record keeping are considered an asset
- Prior experience with customer service considered an asset
- Other languages in addition to English are considered an asset