



JOB DESCRIPTION

TITLE: COMMUNITY SAFETY OFFICER

DEPARTMENT: Public Safety

LEVEL: 11

Position Last Evaluated: Dec 2024

Job Desc. Last Updated: May 2025

JOB SUMMARY

Reporting to the Senior Community Safety Officer, the incumbent investigates complaints from the public, City departments, Council and other government agencies with respect to alleged infractions of the City's regulatory bylaws and undertakes appropriate action to gain compliance by negotiation, Council or Court actions. This position focuses on providing municipal supports and responses to the community and vulnerable citizens on issues including public disorder, homelessness, addictions and mental health challenges. The Community Safety Officer will conduct highly visible day and nighttime patrols, including bike patrols, throughout the community with emphasis in the downtown area, involving extensive contact and liaison with the business community, first responders, public safety, service organizations and unsheltered citizens.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Provides front-line responses and supports to the community to reduce crime, public disorder, and anti-social behaviour through proactive uniformed patrols, including bike patrol, throughout the City with an emphasis on the downtown area. Engages with vulnerable citizens including people experiencing homelessness, addiction and mental health concerns to assist in the coordination of appropriate social, health and enforcement responses.
2. Attendance, clean up and removal of homeless encampments in City Parks and public spaces which may require handling of items including weapons, combustible or contaminated materials, controlled substances and suppressing minor fire incidents.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

3. Conduct wellness checks of individuals who are unsheltered or substance affected and provide supports while awaiting BCEHS emergency response.
4. Addresses contraventions of bylaws, incidents of public disorder and assists people in need, with an emphasis on voluntary compliance strategies, including referrals to services, mediation, public education, warnings, restorative justice and alternate dispute resolution.
5. Conducts investigations, interviews and inspections; secures evidence with respect to contraventions of all of the City's bylaws, and prepares documents, reports and correspondence required for prosecutions under the *Offence Act*, municipal ticketing, bylaw enforcement notices, direct enforcement, adjudication, court or civil proceedings as authorized by the *Community Charter* and may appear as a witness to give evidence as required.
6. Liaises with, and where appropriate, conducts joint patrols to collaborate in the resolution of problems with police and fire services, private security patrollers, park and community ambassadors and other City departments and health and social service outreach teams.
7. Provides information, support and timely responses to the concerns of downtown businesses, BIA's and community associations, and provides advice to property owners on strategies to prevent crime and disorder utilizing CPTED principles. Prepares and delivers presentations to groups as required.
8. Conducts investigations and inspections with respect to nuisances, unsightly conditions and nuisance properties, undertakes actions and negotiations with occupants and property owners to resolve issues and return properties to normalcy.
9. Provides support, advice and assistance to other enforcement agencies and City departments in the interpretation of bylaws, regulations and City policies with respect to public complaints and inquiries.
10. Researches information and prepares reports regarding enforcement policies, procedures, programs and bylaws; recommends new up-to-date, more efficient procedures and programs and assists with drafting new/revised bylaws.
11. Responds to, investigates and determines urgency of calls regarding public safety or hazards and prioritizes those that present a public hazard or a liability to the City and require immediate action.
12. Facilitates and assists with the immediate relocation of residents from unsafe housing situations.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

13. Coordinates contractors for clean ups, repairs, rubbish and graffiti removal.
14. May provide orientation to new or temporary staff.
15. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of all City bylaws and associated policies and procedures, of relevant laws and regulations including the Criminal Code of Canada, the Motor Vehicle Act, and Provincial and Federal Statutes, and of the legal framework of the Criminal Court system in preparing and processing of cases and testifying in court.

Considerable knowledge of the structure of the City, its relationship with other government agencies, and the services available in the community, including those dealing with mental health and addiction issues.

Considerable problem-solving skills.

Ability to connect the public with available resources, services, information and assistance to vulnerable citizens experiencing homelessness, addiction or mental health challenges with compassion while conveying expectations for civil conduct and encouraging voluntary compliance.

Good knowledge of social service resources.

Considerable knowledge of liabilities with respect to City policies and procedures associated with City employees' obligation to act or warn of any impending dangers or hazardous situations.

Ability to establish and maintain effective working relationships with other municipal departments, officials, business representatives, police, health and outreach services and vulnerable citizens.

Some knowledge of the philosophy and principles of Crime Prevention through Environmental Design.

Ability to plan, prioritize, organize and coordinate work where there are multiple demands and priorities.

Ability to investigate, assemble and secure evidence and documentation for presentation of evidence in Provincial Court or on the City's behalf before a sitting Justice.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES cont.

Work may involve constant handling of somewhat awkward and/or medium weight objects or tools/equipment and/or climbing structures. Core work activities may require sitting or standing for prolonged periods throughout the workday, with limited opportunity for relief.

Ability to operate a bicycle.

Basic computer skills with word processing programs (such as Word) and municipal computer programs (such as Tempest).

Ability to use protective force options, including handcuffs, baton and OC spray and use of PPE including protective vests and masks.

Familiarity with basic personal safety techniques, use of force theory, de-escalation communication, conflict resolution and personal mental health.

Ability to operate a computer-controlled system of enforcement (e.g. LPR) and hand-held violation computers and mobile computer workstations.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

Completion of Grade 12 and Bylaw Compliance, Enforcement and Investigative Skills 1 and 2 from the Justice Institute of BC.

Minimum 2 years' experience enforcing municipal bylaws, working in crisis response and homeless outreach or working directly with the vulnerable and unsheltered population in a municipal setting.

Valid Worksafe BC Intermediate First Aid certification (to be obtained within the probation/trial period).

Or an equivalent combination of education and experience.

Possession of a valid Class 5 BC Driver's Licence.

Satisfactory Criminal Record Check.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health and Safety (OHS) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

GENERAL STANDARDS cont.

Contributes to maintaining a respectful, safe and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity and fairness.

Adheres to City policies and objectives.