



## JOB DESCRIPTION

**POSITION TITLE: NEIGHBOURHOOD SERVICES COORDINATOR**

**STATUS: Part-Time as needed, approximately 3 days/week, beginning March 4<sup>th</sup>, 2024.**

**REPORTS TO: NEIGHBOURHOOD SERVICES MANAGER**

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### **ABOUT US**

Safe City Mississauga, a registered charitable nonprofit organization, is guided by the vision of a **safe city for all**, in which to live, work and play and is mandated to provide services, programs and information that contribute to the prevention and reduction of crime and the promotion of community safety initiatives in the City of Mississauga.

Safe City Mississauga supports our volunteers with training and other opportunities or supports important to your personal development goals, your sense of purpose in giving back to the community or both!

Safe City Mississauga is located at **City Hall - 300 City Centre Drive**.

### **GENERAL DESCRIPTION**

The information on this description indicates the general nature and level of work to be performed.

The Neighbourhood Services Coordinator is a **part-time position** at Safe City Mississauga and it is critical to the overall success of managing the Neighbourhood Watch and Business Watch programs. As a Coordinator, you will get the **opportunity to contribute** to the effective development, delivery and evaluation of crime prevention programs in the City of Mississauga. You will also be expected to participate in fundraising opportunities such as volunteering at Rama Gaming House. You may also be expected to support Safe City Mississauga events such as the Justice Luncheon, Crime Prevention Conference and Neighbours Night Out. You will also have the amazing opportunity to meet interesting people in all levels of government, police and other programs stakeholders when contributing to strategies and campaigns designed to promote the organization's various activities, programs and services.

The successful candidate must also demonstrate attitudes and approaches that allow them to work effectively in the cross-cultural neighbourhoods of Mississauga.

The successful candidate will report directly to the **Neighbourhood Services Manager** and will require a three month probationary period.

## **KEY REQUIREMENTS**

<b><i>Qualifications</i></b>	
Education	<ul style="list-style-type: none"><li>• Post-secondary education required in a relevant field such as Criminology, Criminal Justice, Sociology, Political Science and/or other relevant social science fields.</li><li>• Minimum degree or diploma required.</li></ul>
Knowledge	<ul style="list-style-type: none"><li>• A practical understanding of root causes of crime, relevant academic theories, and prevention strategies.</li><li>• Practical understanding and/or lived experience in Mississauga and the Region of Peel is a requirement</li><li>• A practical understanding of program and project management</li><li>• A practical understanding of the non-profit sector</li></ul>
Work Experience	<ul style="list-style-type: none"><li>• Program coordination experience an asset</li><li>• Crime prevention and/or community safety experience an asset</li><li>• Non-profit experience an asset</li><li>• Event planning experience an asset</li></ul>
Other	<ul style="list-style-type: none"><li>• Valid driver's license and access to a reliable personal vehicle is a requirement</li><li>• Flexibility to work evenings and weekends</li><li>• Police Records Check required</li><li>• First Aid and CPR Training preferred</li><li>• Crime Prevention Through Environmental Design certification Level 1 and 2 (or other equivalent CPTED certifications) is an asset.</li><li>• Accessibility training must be completed upon hire (no cost)</li></ul>
<b><i>Key Responsibilities</i></b>	

<p>Assisting/ Coordination</p>	<ul style="list-style-type: none"> <li>• Coordinate the day-to-day operations of the Neighbourhood Watch program</li> <li>• Recruit, onboard and guide incoming volunteer Team Leads through the Neighbourhood Watch activation process</li> <li>• Support canvassing and community outreach as part of the Neighbourhood Watch activation process</li> <li>• Support delivery of Neighbourhood Watch activation and training presentation</li> <li>• Support activated Neighbourhood Watches in ongoing program activity and community needs (ex. monthly theme activities, requests for support, Neighbours Night Out, CPTED, etc).</li> <li>• Recruit volunteer Ward Leads to improve Safe City Mississauga capacity and continue effective levels of service to Neighbourhood and Business Watch areas.</li> <li>• Assist with the development of any other new Safe City Mississauga programs or initiatives as assigned by the Neighbourhood Services Manager.</li> <li>• Prioritizes tasks appropriately for program/project volunteers, to ensure deliverables are on track and/or provide support and guidance</li> <li>• Attend program sessions when required</li> <li>• Assist with maintenance and updates within the service area</li> <li>• Assist with identifying resources required to support program delivery</li> <li>• Attends meetings as required and responds to requests for information in a timely manner</li> <li>• Perform all other reasonable tasks assigned by the Service Area Manager</li> </ul>
<p>Fundraising and Event Support</p>	<ul style="list-style-type: none"> <li>• Attend Rama Gaming House volunteer sessions to raise SCM program funds</li> <li>• Coordinate and support delivery of SCM events such as Neighbours Night Out, Justice Luncheon, Crime Prevention Conference</li> </ul>

Communications	<ul style="list-style-type: none"> <li>• Ability to express oneself and communicate with others verbally</li> <li>• Ability to deliver presentations in a professional and engaging manner</li> <li>• Ability to build relationships and partnerships through active listening</li> <li>• Ability to research, write and edit reports, briefs, newsletters, publications, presentations, and press releases and publish web-based communications, including e-newsletter, blogs and social media communications is an asset</li> <li>• Prepare volunteers for public events including but not limited to: community/summer events (i.e Operation Clean Sweep), town halls and information fairs</li> </ul>
Technical	<ul style="list-style-type: none"> <li>• Proficient in Microsoft Office (Sharepoint, Word, PowerPoint, Prezi and Excel)</li> <li>• Proficient in Google Suite (Gmail, Docs, Sheets, Slides, Calendar, Meet)</li> </ul>
Organizational/ Time Management	<ul style="list-style-type: none"> <li>• Strong planning and time management skills sufficient to prioritize</li> <li>• Maintain accurate records related to program delivery, activities and clients</li> </ul>
Problem Solving	<ul style="list-style-type: none"> <li>• Anticipates, identifies, and defines problems</li> <li>• Develops and implements practical and timely solutions</li> <li>• Assists site level volunteers with issues</li> </ul>
Accuracy/ Attention to Detail	<ul style="list-style-type: none"> <li>• Ability to process information with high levels of accuracy</li> </ul>
Interpersonal	<ul style="list-style-type: none"> <li>• Demonstrates exceptional customer service skills e.g. assertiveness, listening, empathy, positive attitude</li> <li>• Personable</li> <li>• Displays flexibility and resiliency in a changing environment</li> <li>• Cultural knowledge, awareness, and competency are all considered valuable assets</li> </ul>

**On this date, I received a copy of my job description relating to my part-time paid position with Safe City Mississauga.**

NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_