



## JOB DESCRIPTION

**POSITION TITLE: NEIGHBOURHOOD SERVICES COORDINATOR**

**STATUS: Part-Time as needed at \$28/hour (not eligible for benefits)**

**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 as needed position** at Safe City Mississauga and it is critical to the overall success of coordinating 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 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.

This position is funded through charitable gaming, therefore successfully completing monthly shifts at Rama Gaming House is **mandatory**.

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

<i>Qualifications</i>	
Education	<ul style="list-style-type: none"><li>● Post-secondary education preferred in a relevant field such as Criminology, Criminal Justice, Sociology, Political Science and/or other relevant social science fields.</li><li>● Minimum Bachelor's degree or diploma preferred.</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>● Event/community activity planning experience required</li><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></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>● <b>Must be able to work nights and weekends</b></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, but must be completed within first 3 months of being hired</li><li>● Accessibility training must be completed upon hire</li></ul>
<i>Key Responsibilities</i>	

<p>Assisting/ Coordination</p>	<ul style="list-style-type: none"> <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>● 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>● Recruit, onboard and guide incoming volunteer Ward and Team Leads through the Neighbourhood Watch activation process</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>● This position is funded through charitable gaming, therefore successfully completing monthly shifts at Rama Gaming House is <b>mandatory</b>.</li> <li>● Support SCM team in delivery of events such as Neighbours Night Out, Justice Luncheon, Crime Prevention Conference (i.e registration desk, IT, etc.)</li> </ul>
<p>Communications</p>	<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 publish web-based communications, including e-newsletter 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>
<p>Technical</p>	<ul style="list-style-type: none"> <li>● Proficient in Microsoft Office (Sharepoint, Word, PowerPoint and Excel)</li> <li>● Proficient in Google Suite (Gmail, Docs, Sheets, Slides, Calendar, Meet)</li> <li>● Proficiency in Canva is an asset</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: \_\_\_\_\_