



JOB DESCRIPTION

POSITION TITLE: EDUCATION, TRAINING, OUTREACH AND NAVIGATION (ETON) LEAD

STATUS: FULL-TIME (35 hours/week) – Contract (Mar 2025-2026)

SALARY: \$61,600-\$70,000 plus benefits depending on qualifications and experience

REPORTS TO: YOUTH SERVICES MANAGER (ETON PROJECT MANAGER)

ABOUT US

Safe City Mississauga, a registered charitable nonprofit organization, is guided by the vision of a **crime free city** 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 employees 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 ETON Lead is a **one year, March 2025-2026, full-time contract paid position**. It is critical to the overall success of the Countering Hate program. As the ETON Lead, you will get the opportunity to contribute to the effective development, delivery and evaluation of **Community Crime Prevention (Countering Hate)** in the Region of Peel. Other areas where you will get experience are providing input into School Crime Prevention, After-School Crime Prevention, and Public Information & Education Relations. This level of position requires strong planning, organization, presentation and communication skills. The selected candidate may also be provided access to training courses to build capacity and succeed in the role.

The selected candidate will be subject to a three (3) month probationary period.

KEY REQUIREMENTS

<i>Qualifications</i>	
Education	<ul style="list-style-type: none"> • Bachelor's degree in Public Safety, Criminology, Equity-Diversity-Inclusion (EDI), Education and/or other related fields • Or Advanced Diploma in Community Justice Services, Social Service Work or another related field
Knowledge	<ul style="list-style-type: none"> • Interest in crime prevention and community safety and wellbeing • A practical understanding of program coordination • A practical understanding of volunteer onboarding and training • A practical understanding of the non-profit sector
Work Experience	<ul style="list-style-type: none"> • Program delivery experience at a Lead level • Grant administration and fundraising experience + • Community work and outreach experience • Public speaking experience • Non-Profit experience +
Other	<ul style="list-style-type: none"> • Police Records Check (Vulnerable Sector Screening Level 3) required • Valid driver's license and access to reliable personal vehicle required (mileage compensation provided) • Flexibility to work evenings and weekends as needed • Accessibility training must be completed upon hire (no cost) • Cultural knowledge, awareness, and competency all valuable assets
Coordination and Planning	<ul style="list-style-type: none"> • Coordinate the day-to-day operations of the Countering Hate program, such as, but not limited to: <ul style="list-style-type: none"> ○ Spreading awareness of the program ○ Liaising with educators and community organizations ○ Scheduling presentations ○ Preparing presentation materials and program supplies ○ Delivering in-person and virtual sessions ○ Collecting client information and documenting sessions ○ Maintaining accurate records related to program activities ○ Collecting feedback from program participants ○ Supporting the evaluation process ○ Liaising with external organizations to support program initiatives and events ○ Attending external events as an organization representative • Assist with maintenance and updates within the Countering Hate program, such as, but not limited to: <ul style="list-style-type: none"> ○ Revising program awareness materials ○ Updating presentation content or program materials ○ Updating program delivery processes or procedures ○ Identifying resources required to support program delivery

	<ul style="list-style-type: none"> • Support the SCM Youth Services Manager in scheduling and planning regular committee meetings • Meet interesting people in city government, police and other stakeholders of programs when contributing to strategies and campaigns designed to promote the organization's various activities, programs and services • Contribute to the strengths and opportunities for improvement, develop recommendations for continuous improvement • Prioritize tasks appropriately to ensure deliverables are on track and/or provide support and guidance • Attend organization meetings when required, such as, but not limited to staff meetings and meetings with Peel Regional Police, City of Mississauga, City of Brampton or other stakeholders • Attend meetings as required and respond to requests for information in a timely manner • Perform all other reasonable tasks assigned by the Youth Services Manager or Executive Director
Volunteer Training and Coordination	<ul style="list-style-type: none"> • Recruit and train new Countering Hate Trainers to scale up the program per the Train-the-Trainer Model • Administer onboarding and training in adherence to SCM processes
Research and Development	<ul style="list-style-type: none"> • Conduct comprehensive academic research on hate crime prevention and community safety and well-being relevant to the program, its clients and volunteers • Extract key concepts and ideas from academic research materials. • Provide recommendations on potential topics and direction for new knowledge mobilization tools as part of the program • Develop new knowledge mobilization tools, such as the Countering Hate Seniors Module and other content related to countering hate (ex. New presentations, social media, printed materials)
Outreach and Communications	<ul style="list-style-type: none"> • Conduct regular community outreach to build new presentation audiences and network for community support (i.e victim reassurance protocol services for referral) • Ability to express oneself and communicate with others verbally • Ability to deliver presentations in a professional and engaging manner • Ability to develop rapport, respond to inquiries, and answer questions in a professional manner • Ability to build relationships and partnerships through active listening • Ability to research, write and edit reports, briefs, newsletters, publications, presentations, and press releases and publish web-based communications, including social media communications is an asset

Evaluation	<ul style="list-style-type: none"> • Administer evaluations at presentations to determine program effectiveness and fidelity per the grant requirements • Research and determine future opportunities and methods of evaluation to ensure continuing program effectiveness and fidelity • Evaluate performance of existing trainers to ensure continuing program effectiveness and fidelity
Technical	<ul style="list-style-type: none"> • Proficiency with Canva • Proficiency with computers, projectors, remotes, HDMI cords and other equipment required for presentations • Proficient in Microsoft (Word, PowerPoint, Excel, Outlook, Teams, Sharepoint, OneDrive) • Proficient in Google Suite (Gmail, Docs, Sheets, Slides, Calendar, Meet) • Video production and editing skills experience +
Event Support	<ul style="list-style-type: none"> • Support the planning of the Countering Hate Symposium and any other Safe City Mississauga events (ex. Justice Luncheon, Crime Prevention Forum, Neighbours Night Out, etc)
Organization and Time Management	<ul style="list-style-type: none"> • Strong planning and time management skills sufficient to prioritize tasks • Ability to maintain awareness of time while delivering sessions to stay on schedule and complete tasks within allotted timeframes
Problem Solving	<ul style="list-style-type: none"> • Anticipates, identifies, and defines problems • Develops and implements practical and timely solutions • Troubleshoots and assists with on-site issues
Accuracy and Attention to Detail	<ul style="list-style-type: none"> • Ability to process information with high levels of accuracy
Interpersonal	<ul style="list-style-type: none"> • Demonstrates exceptional customer service skills e.g. assertiveness, listening, empathy, positive attitude • Displays flexibility and resiliency in a changing environment • Demonstrates attitudes and approaches in cross-cultural settings

To apply for the role, please submit a resume and cover letter to Gerald Adad at counteringhate@safecitymississauga.on.ca.

We thank all applicants, however, only candidates selected for an interview will be contacted. Successful candidates are expected to undergo a police reference check.

Safe City Mississauga is an equal opportunity employer, welcomes diversity in the workplace, and encourages applications from all qualified individuals including women, members of visible minorities, aboriginal persons, and persons with disabilities.