



Position Description

Position Title:	Community Safety Liaison	Department:	Community Safety
Reports to:	Community Safety Manager	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The purpose of this position is to serve as a noticeable community safety presence in matters relating to Columbia Housing security. Responsible for creating a safe and secure environment for residents and employees through effective performance of assigned duties and for safeguarding Columbia Housing property against theft, fire, vandalism, and illegal entry. The incumbent will work directly with local law enforcement to communicate any possible illegal activity related to Columbia Housing residents, employees, visitors, grounds and buildings.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Safeguards residents, employees, and assigned areas including buildings, equipment, and property by investigating reports of criminal activities from various sources and informing appropriate law enforcement and Community Safety Manager of findings.
- Notifies law enforcement and property management of suspected criminal activities, and follows up with property management to ensure safety issued is being resolved; interviews residents or witnesses to further assist law enforcement when requested.
- Reports hazardous and unusual conditions or malfunctions observed.
- Promptly responds as needed to alarms and safety/security calls and investigates disturbances. Interviews witnesses and conducts routine investigations of incidents.
- Immediately reports any criminal activity or emergency situation to 911 and carefully monitors the incident and acts as a professional witness for responding emergency units. Intervenes only when injury or death to any party is eminent.
- Partners with Community Managers to provide information for case conferences to discuss findings and recommendations (lease violation, lease termination, ban notice etc.).
- Reviews incident reports generated from arrest police reports from law enforcement agencies; contacts appropriate law enforcement agencies to gather confidential information for the investigation of the arrest. Assists with complaints made with law enforcement agencies.
- Communicates with the property management regarding any safety concerns about CH properties.
- Assists with requests for unit inspections.
- Assists property management staff with regard to police calls by acting as a liaison between property management and police.
- Is available on an on-call basis for emergencies.
- Coordinates police criminal background checks as necessary with Community Safety Manager.
- Calls police or fire departments in cases of emergency, such as fire or the presence of unauthorized personnel. Reports undesirable activities to police and requests assistance if necessary.



Position Description

- Actively walks and/or drives all properties to identify safety issues and situations that are non-compliant with CH rules and regulations.
- Writes timely and accurate reports of daily activities and irregularities, such as equipment or property damage, theft, presence of unauthorized persons, or unusual occurrences, by recording observations, information, occurrences, and surveillance activities. Generates a report on a monthly basis on all safety related activities.
- Maintains rapport with local law enforcement, and EMS agencies by establishing personal contact and cooperating to resolve situations.
- Appears as a witness in CH's administrative grievance procedure, civil disposition hearings, or other civil or court proceedings where the issue includes criminal or quasi-criminal conduct in or near public housing developments involving any resident, member of a resident's household, or any guest or guests of a resident or household member; Prepares subpoenas.
- Maintains accessibility and professional demeanor with residents to ensure resident confidence in discussing or reporting issues of concern.
- Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies as appropriate.
- Assists in developing or enhancing crime prevention programs; conducts tenant patrol training and fire evacuation drills with residents.
- Performs other related duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.



Position Description

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of the policies, procedures, goals, objectives, operational entities, requirements and activities as they apply to the assigned organizational entity in CH.
- Knowledge of the principles and procedures of record keeping and filing.
- Thorough knowledge of local resources available to assist in cases of emergency or dangerous situations.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to write simple correspondence.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to carry out instructions furnished in written, oral, or diagram form.
- Ability to communicate effectively to de-escalate issues.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to exercise sound judgment and reason effectively during emergency situations and adopt an effective course of action.
- Skill and knowledge in the use, care and safe handling of firearms.
- Knowledge of the laws controlling, and the procedures, practices, and techniques necessary to police patrol operations.
- Knowledge of the laws, codes, statutes and regulations concerning criminal activity, especially when they apply to law enforcement operations.
- Knowledge of the criminal justice system as it applies to law enforcement operations.
- Knowledge of the techniques, practice and procedures necessary for effective interaction with the general public, victims, suspects, and officers of other agencies and municipalities.
- Knowledge of duty manuals, departmental organizations, administrative direction and applicable city ordinances.
- Ability to develop informant networks.

Education and/or Experience

High school diploma/GED; must have either 1) successfully completed 60 hours of credits; (2) served in the Armed Forces of the U.S. including Organized Reserves and National Guard for at least three years on active duty; or (3) served at least five years as a sworn police officer in a full-service police department in a state within the United States. Must have the ability to pass a physical fitness assessment. An equivalent combination of education and experience may be considered.

This position requires regular driving for business purposes. The incumbent is required to possess a valid driver's license and must have the ability to be insurable under CH's automobile insurance plan at the standard rate.



Position Description

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment includes working inside and outside walking on foot patrols; and regularly involves high risks with exposure to potentially dangerous situations or unusual environmental stress which requires a range of safety and other precautions. While performing the outside duties of this position, the employee is regularly exposed to outside weather conditions. The work environment may include violent, angry, distraught or irrational individuals, who pose a threat to the Officer and/or other individuals present. The work may be in a high crime area where the public has easy access and officers must patrol in locations where persons may be armed while attempting vandalism, narcotics transactions, or other offenses. The position requires the availability to work outside of the established CH working hours.

This position is considered "safety sensitive" and is subject to random testing.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]