



POSITION DESCRIPTION

TITLE: Patrol - Community Safety Officer

DIVISION: Patrol Division

OVERVIEW:

Community Safety Officers (CSOs) fall under the operational command of the Patrol Division and hold the designation of sworn Special Municipal Constable. CSOs have the primary responsibility of assisting regular police members of the Saanich Police Department by completing low-level, low-risk, low-priority tasks, and assisting members with primarily non-investigative functions that do not require fully qualified or certified “regular” sworn police constables. On their own, CSOs can also complete proactive tasks within the approved guidelines of the position and assist with community and public events throughout Saanich.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:

General Duties:

- Respond to and handle low-level, low-risk, low-priority tasks, where no suspect is on scene.
- Document Services – Service of subpoenas.
- Respond to and handle parking complaints and other low-risk bylaw complaints relating to streets, parks and land use, or where other Municipal bylaw enforcement staff are not available.
- Provide scene security at low risk scenes that need to remain under police control or where the alternative is to hire a security company.
- Collect lost & found property, complete reports and return property to legitimate owners when possible.
- Relieve one out of two Patrol officers standing by at a hospital, awaiting admission for low-risk, non-violent Mental Health Act apprehensions, as directed by a Patrol supervisor.
- Utilize PRIME as directed by a supervisor and/or as required to perform approved tasks of a CSO.
- Perform duties historically completed by “regular” sworn police constables assigned to the front desk excluding, the investigation of criminal files, engaging in response to a crime in progress or the security of apprehended person(s).
- Perform tasks related to Property Transfer, as directed by “regular” sworn police constables, including; pick-up and transfer of seized property or drugs collected for destruction and completing associated reports.
- Supplement police presence at family-oriented and operational events. Provide additional visible presence at ceremonial, school and operational events.
- Assist Patrol members as directed and, in a supportive role, with unmarked and/or marked police car patrols, the distribution of crime information to residents and/or businesses and projects, ensuring specific tasks assigned within that project conform to the other tasks outlined within this

Letter of Understanding and provided that any such tasks are not normally performed by a regular police officer.

- Conduct any other duties as deemed necessary by the Chief Constable to meet operational needs.

Perimeter Traffic Control:

- Conduct traffic and pedestrian control during power failures, fires, and special events, or as required in the field.
- As directed, attend and document non-injury traffic accidents and help people exchange information, provide traffic control and arrange for towing as necessary, when there is no conflict between the motorists involved and no requirement for a proactive collision investigation.
- Arrange for and oversee towing of recovered stolen vehicles, abandoned or non-drivable vehicles, including accompanying the vehicle for continuity.
- Conduct non-enforcement traffic related activities such as setting up speed boards.

Investigation Support:

- Canvass for possible witnesses or video, as directed by a lead investigator or patrol officer.
- Assist with the tagging and processing of property as directed by a lead investigator or patrol officer.
- Assist officers at incident scenes, as directed by a lead investigator or patrol supervisor (e.g. Perimeter security, traffic control and direction, and any other assistance, as needed).
- Stand by at insecure premises while awaiting a property representative.
- Assist victim services caseworkers in the field, where appropriate.

Proactive Activities:

- Provide visible presence in the community.
- Assist the public with directions and general enquiries.
- Observe, record and report graffiti and vandalism.
- Physically assist in the search for missing persons, as directed by investigating police officers.
- Be on the lookout for wanted persons without approaching them.
- Liaise with business owners and residents to identify neighborhood issues and collect intelligence.
- Provide crime prevention tips or referral information.
- Support the SPD Staff Development Division by participating in recruitment events and career fairs alongside other police employee groups.

Logistical Support:

- Drive officers and police vehicles (pool cars) to and from major deployments and major events.
- Provide logistical, operational and administrative support during emergency and disaster response in support of EOPS or Incident Commander (E.g. Earthquakes, power outages, floods).
- Provide translation services for police officers, where possible.

Front Desk and Cell Block Security:

- Provide front line security of the building, which includes maintaining control of visitor passes and the escort of persons when required.
- Provide assistance and security for the cell block, including escorting prisoners as required by Saanich Gaolers.

- Provide administrative and operational support for the Watch Commander as required.
- Assist with general public inquiries.
- Perform administrative duties as assigned; process documents received at the front desk (FOI requests, parking disputes, statements etc.).
- Prepare and/or maintain a variety of documents and reports; CAD and PRIME files for non-emergency complaints and driving complaints received at the front desk.
- Receive and process Public Information Checks, Blockwatch Applications, Ride-a-Long applications, Firearms License Revocation Notices, Special Occasion Licenses Online (SOLO) applications, Special Duty/overtime shift requests and persons requiring Vulnerable Persons fingerprinting.
- Assist the public in relation to question and concerns complaints.
- Responsible for the safekeeping and delivery of goods, items, exhibits or other property that has been seized or otherwise comes into their possession, during their course of duty.

KNOWLEDGE, SKILLS AND ABILITIES:

- Sound knowledge of relevant laws, regulations and procedures contained in the Criminal Code of Canada, other Federal Statutes, Provincial Statutes and Municipal By-laws; complete familiarity with Departmental rules, regulations and procedures.
- Current knowledge of modern policing methods and techniques.
- Sound knowledge of Municipal geography including the location of streets, landmarks and important buildings.
- Ability to accurately prepare documents, reports, and records and give evidence.
- Ability to communicate effectively verbally and in writing.
- Ability to analyze and evaluate situations quickly and accurately so as to be able to act effectively.
- Ability to remain calm and professional under adverse conditions.
- Ability to deal with the public tactfully, courteously and firmly under a variety of circumstances.
- Ability to withstand the physical strain and mental stress associated with Community Safety Officer work.
- Ability to work co-operatively with diverse teams and work groups as well as independently.
- Ability to work under the directions of supervisors.
- Thorough knowledge of methods, practices and procedures related to the work performed.
- Ability to effectively listen, understand and respond to other people from diverse backgrounds and resolution of conflicts.
- Ability to maintain a high level of confidentiality.

REQUIRED STANDARDS:

- Take and adhere to the oath of Allegiance and Office as provided in the Police Act of British Columbia
- Successful completion of the Saanich Police Department Community Safety Officer training components as required or possession of suitable experience and training from another BC Police Agency operating a similar program.
- Completion of all in-service training as required.

- Maintain the performance level set by the Saanich Police in the execution of all duties and responsibilities.
- Models behaviors and attitudes consistent with the mission, vision, and values of the Saanich Police Department.