

Job Title: Manager, Security and Violence Prevention

Requisition ID: 35539

Company

Located on the traditional, ancestral and unceded lands of the x̱w̱m̱əθḵw̱əy̱əm (Musqueam), Sḵw̱x̱w̱ú7mesh (Squamish), and səliłwətał (Tseil-Waututh), Vancouver has a commitment to becoming a City of Reconciliation. Vancouver consistently ranks as one of the world's most liveable cities and is working towards being the greenest city in the world. Named among Canada's Top 100 Employers, BC's Top Employers, and Canada's Greenest Employers, the City of Vancouver seeks colleagues who can help shape and embody our core commitments to sustainability, decolonization, equity and outstanding quality of life for all residents.

Consider joining our committed team of staff and being part of an innovative, inclusive and rewarding workplace.

Main Purpose and Function

The Security and Violence Prevention Manager leads the development, coordination, and implementation of a security and violence prevention program, including policies, procedures, protocols, and training, across Non Market Housing, Homelessness Services, and Social Operations that considers both the need for consistency and recognition of the unique service and operating circumstances of each of these essential services. The Manager plays an integral role in the development and implementation of strategies to prevent, address, and/or reduce the risk of violence within the workplace in a way that reflects the mission and values of the City of Vancouver, supporting the physical and psychological health and safety of employees, and respects the complexities of the communities we serve.

This is collaborative work focusing on developing and implementing strategic, systematic, and behavioral approaches to security and violence prevention methodologies, including but not limited to: development of policies and procedures, development and delivery of de-escalation training, as well as incident response follow up that reflects legislative and leading practices, including ongoing efforts to ensure processes and practice are aligned with the City's Reconciliation Framework, Equity Framework, and trauma-informed practices.

The position reports to the Managing Director (MD), Social Operations and will work collaboratively with the Directors and Senior Managers of the Community Centres, Homelessness Services Outreach, and Non-Market Housing Operations while providing professional and expert support to the Security Coordinators and staff teams at each location. The position will provide guidance, and at times direction to Security Coordinators in consultation with the Community Centre Directors. This position will also come into contact with and provide advice to staff and supervisors who have been threatened or experienced violence in the workplace.

Other key contacts include Organizational Health and Safety and City Protective Services to ensure work aligns with City and legislative requirements; colleagues across the City of Vancouver who have similar responsibilities; local law enforcement; external stakeholders and counterparts.

Specific Duties and Responsibilities

Security and Violence Prevention

- Plans and develops, in partnership with Managing Directors, Directors, Senior Managers of Community Centres, Homelessness Services Outreach, and Housing Operations a security and violence prevention program that meets legislative requirements, responds to recommendations in the Violence Risk Assessments and which addresses both physical and psychological hazards associated with violence.
- Leads implementation of a safety, security and violence prevention policies, procedures, and practices across service operations to ensure consistent application and implementation of risk mitigation and de-escalation strategies.
- Recommends and as appropriate supports the implementation of site specific protective or corrective measures in response to Violence Risk Assessments, trends, and or incidents.
- Develops policies and procedures that support and enhance the safety, security, and prevention program and that are reflective of operational needs within appropriate resource parameters.
- Provides leadership, guidance, and expertise in the area of safety, security, and violence prevention and de-escalation across the various business units.
- Conducts security incident investigations and debriefs on an as needed and audit basis to provide recommendations to mitigate risk and prevent recurrence.
- Prepares, documents, implements, and regularly reviews site security policies and procedures, including development of Safety Plans, with onsite staff teams.
- Organizes and/or delivers education and awareness programs related to violence prevention and de-escalation and the management of aggressive behavior, as well as strategies and tools to manage potential physical and psychological impacts of threats and acts of violence.
- Manages and monitors for accuracy all relevant record keeping and data sets associated with security incidents, policy and procedural compliance, staff development and training, and other facets of the program.

Project Management & Implementation

- Oversees project work plan, develops and maintains the project documents, presentations, workflow processes, action items and plans.
- Produces and distributes timely, detailed summaries and various reports to provide key information to stakeholders.
- Plans, implements, and monitors training and development plans to support staff skill development and ensure compliance with security and violence prevention program and associated policies, procedures, and protocols.
- Establishes, through consultation with Directors, Senior Managers, and site based security personnel, short, medium, and long term security and or safety objectives with a focus on prevention within appropriate portfolios.
- Establishes key performance indicators and metrics and tracks accordingly to assess competence, legislative compliance, level of risk, and trends on an ongoing basis.
- Coordinates with MD, Directors, and Senior Managers of Community Centres, Outreach, and Housing Operations, the identification, integration, and implementation of business support systems or platforms that advance the City's safety and prevention metrics and activities.

Leadership, Collaboration, and Expertise

- Works collaboratively with Security Coordinators and teams at local sites and engages them in the development of the Safety, Security, and Prevention Program, including the implementation of such.
- Coaches and mentors Security Coordinators and teams through incident debriefing, training, reporting, and areas of reinforcement on industry lead practice.
- Works collaboratively with Organizational Health and local OH&S committees to respond to concerns, implement strategies for mitigation and make recommendations.
- Works collaboratively with City Protective Services in situations requiring sophisticated levels of support or threat assessments.
- Advises leadership on safety practices/issues, psychological health and safety, and makes recommendations based on best practice and legislation.
- Coordinates with other City departments to safeguard city staff, contractors, and members of the public in relation to City facilities.
- Manages sensitive and confidential information with discretion and professionalism.
- Leads, with a high degree of liaison contact required throughout supported business units, the coordination of programmatic work to strengthen internal and external relationships across departments, gaining understanding about their needs and their cultural parameters that require integration for safety and prevention initiatives and programs
- Other duties/responsibilities as assigned

Qualifications

Education and Experience:

- University degree in a related field (such as social sciences, business administration, project management) supplemented by courses in security, violence prevention, or occupational health and safety, or equivalent combination of education and experience
- Extensive security and violence prevention experience (minimum five years), ideally in similar environment
- Preferred education includes: Non Violent Crisis Intervention, Mental Health First Aid, Occupational First Aid 1, Overdose Response, Basic or Advanced Security Training, Project Management Certificate

Knowledge, Skills and Abilities:

Safety and Prevention

- Demonstrated knowledge and experience in developing and implementing security, and, in particular, violence prevention programs
- A broad knowledge base of principles and techniques related to safety, security and violence prevention including de-escalation, crisis intervention, physical security, and incident debriefing.
- Thorough knowledge of security and violence prevention policies, procedures, techniques, principles, standards, and requirements as they relate to the work performed.
- Skilled in conflict resolution and de-escalation practices.
- Experience in developing policies, procedures, and supporting processes that ensure work is conducted in a physically and psychologically safe manner.
- Working knowledge of WorkSafe BC Violence Prevention requirements, as well as basic knowledge of Criminal Code, Charter of Rights, Freedom of Information and Privacy Act, and Security Services Act.

Project Management

- Strong project management skills demonstrated through leading complex, time-bound projects across diverse portfolios.
- Demonstrated experience leading collaborative, high functioning project teams.
- Ability to influence and lead change without direct authority.
- Demonstrated ability to bring diverse groups together to achieve consensus.
- Demonstrated ability to mentor and coach.
- Ability to solve complex problems and provide alternate solutions
- Ability to be self-directed and take initiative, while still being a team player and having a flexible "can-do" approach.

Other

- Experience working with individuals who face multiple barriers including chronic physical and mental health conditions, drug and or alcohol dependency, as well as the impacts of trauma, isolation, marginalization, and colonization on equity denied groups.
- Exceptional interpersonal skills including tact, diplomacy, and ability to establish rapport with internal and external groups and ability to build consensus among diverse stakeholders.
- Ability to handle confidential and / or sensitive information with a high degree of discretion and impartiality.
- Ability to converse with, write reports for, and create / deliver presentations in ways that support problem solving and planning, with an ability to adjust communication styles to the audience.
- Good computer skills and demonstrated ability to work with Microsoft Office.
- Demonstrated self-awareness and commitment to values of diversity and equity and the reduction of acts of interpersonal violence.
- Experience developing training content and delivering training/coaching to a variety of workplace parties using adult learning principles.
- Schedule flexibility to accommodate variations outside of regular business hours, as needed.

Driver's License and Record Checks:

- A Police Record Check is a requirement of this position. A clearance requires the absence of any criminal charges or convictions related to this position.

All City of Vancouver employees are required to be fully vaccinated as a condition of hire and ongoing employment. Candidates may only be exempted from this requirement if they request and are approved for an accommodation based a reason related to a Human Rights Code ground (such as disability). Such a request must be made during, not after, the recruitment process.

Business Unit/Department: Arts, Culture and Community Services (1200)

Affiliation: Exempt

Employment Type: Regular Full Time

Position Start Date: July 2022

Salary Information: Salary Range 80: \$89,283 to \$111,609 per annum

Application Close: June 5, 2022

At the City of Vancouver, we are committed to recruiting a diverse workforce that represents the community we so proudly serve. Indigenous applicants, people of colour, all genders,

LGBT2Q+ and persons with disabilities are encouraged to apply. Accommodations will be provided upon request during the selection process. [Learn more about our commitment to diversity and inclusion.](#)

Interested applicants can apply via: <https://jobs.vancouver.ca/job-invite/35539/>

Once you start your application you can save your work and leave the applications page, however please remember to submit your profile to the specific job requisition before the posting closing date.

In addition to uploading your cover letter and resume, part of the application process may include answering application questions related to the preferred requirements of the role which may take approximately 5-10mins. Cover letters should express interest and highlight additional information relevant to the position and resumes should include a tailored summary of skills and experience related to the position.