

Coordinated Assistance Network Member

The **Coordinated Assistance Network Member** is an essential role for the Downtown Community Safety Partnership (DCSP). The Coordinated Assistance Network Member will engage and connect with individuals over the phone who require support and provide referrals as needed and will recognize matters that require a response from crisis intervention resources, police, fire or paramedics.

The successful candidate will act in accordance with the Core Guiding and Service Principles of the DCSP and will be a passionate and driven individual, valuing diversity.

RESPONSIBILITIES:

- Answer calls for assistance and navigate to appropriate internal or external resources with the support of DCSP tools.
- Develop and nurture respectful working relationships with DCSP partners.
- Monitor radio, and communications through applicable software.
- Use DCSP software for documentation and communication through applicable applications.
- Support the needs of individuals that are vulnerable or at risk of crisis that may call and require; emergency support and/or referral to Mobile Assist Connect Team (MAC24/7) or Community Outreach Advocacy Resource (COAR) based on the circumstances.
- Compile and maintain records and statistical data in a timely manner, for the purpose of producing reports.
- Assist in mentoring/coaching new employees in the Communication Hub.

QUALIFICATIONS:

- Related or prior work, or volunteer experience.
- Post-secondary education is considered an asset, however relevant training/experience will also be considered.
- Excellent interpersonal, teambuilding, problem solving, and communication skills.
- Ability to prioritize and make sound decisions independently while remaining composed and organized.
- Must be able to work 24/7 shifts in rotational schedule.
- Must be able to sit for long periods of time.
- Intermediate level English in verbal and written communication required.
- This role is subject to a Criminal Record Check, to be produced prior to commencing employment.
- Must meet hearing and vision standards.
- Ability to type 40 words per minute.

ADDITIONAL INFORMATION:

Hours of work: Monday – Friday, shifts may include days, evenings, weekends, and holidays
Job Classification: Term/ Full-time (Term end date March 1, 2023 – with possibility of extension)

To apply for this position, please email resume and cover letter to dcsphr@dcsp.ca. Please include **CAN Member** in the subject line.

This posting will remain open until suitable candidates have been selected.

Please be advised only those selected for an interview will be contacted.

The Downtown Community Safety Partnership is committed to equity, diversity and accessibility in the workplace. We strive to have a team that reflects our downtown, where diverse abilities, backgrounds, cultures, identities, languages and perspectives are valued and drive a high standard of service and innovation. We encourage candidates to speak to this in their application.