

JOB DESCRIPTION

Appendix "A" - JOB DESCRIPTION

POSITION TITLE:**Coordinated Assistance Network (CAN) Team Member**

Reference No/ID:

CAN_FT

Specified Term: 1-year Term

REPORTS & RESPONSIBLE TO:**Manager CONNECT & CAN****POSITION SUMMARY:**

The Coordinated Assistance Network (CAN) Team Member, reporting directly to the Manager of CONNECT & CAN is an integral role at the Downtown Community Safety Partnership (DCSP). They will be a welcoming and trusted voice to those living, visiting, working, and learning in downtown Winnipeg with a goal of developing relationships and improving communication. The CAN Team 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 CAN member will monitor public area cameras, respond, and communicate with outreach services for people in need.

As part of a unified support team, the CAN Team Member will deliver service with a goal of improving health, safety, and well-being of the downtown Winnipeg community.

The incumbent will act in accordance with the Core Guiding and Service Principles of the Downtown Community Safety Partnership and will be a passionate and driven individual, valuing diversity.

KEY 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 communications and CCTV 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.
- Provide referrals to Downtown Winnipeg BIZ Enviro Team if there are graffiti or cleanliness concerns in their area.
- Incorporate a supportive and positive teamwork mindset in execution of daily work.
- Represent the Core Service Principles of DCSP in the community.
- Assist in mentoring/coaching new employees in CAN.

- Ensure problems with equipment are immediately reported.
- Ensure all privacy laws are complied with.
- Other duties as assigned.

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 form professional relationships with various stakeholders, partners, and community agencies.
- Ability to build and maintain professional relationships with individuals of vulnerable and diverse populations.
- Ability to prioritize and make sound decisions independently while remaining composed and organized.
- Ability to provide timely, accurate, professional, customer-oriented teamwork services while multitasking.
- Demonstrated understanding of the unique issues and barriers affecting vulnerable and diverse populations in downtown Winnipeg.
- Ability to easily learn new technology, has intermediate knowledge of Windows operating system.
- Must be able to work 24/7 shifts in rotational schedule.
- Must be able to sit for long periods of time.
- Must be able to work independently.
- 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