



The **Downtown Community Safety Partnership (DCSP)** is a made-in-Winnipeg approach to creating a safer and more welcoming downtown through the availability of cohesive support and non-emergency response to those in the community in need of support and assistance. The DCSP is committed to being a proactive downtown presence, providing prevention and outreach focused on long-term solutions, and to delivering a continuum of care that will help to effect significant change for individuals and the entire downtown community.

CONNECT Team Lead - Full Time (One Year Term)

Anticipated Start Date – December 11th, 2023

FTE: 1.00

Anticipated Shift: Days/Evenings/Nights – Shift work: 4/10; includes weekends

Daily Hours Worked: 9.50

Posting End Date: November 24th, 2023

Salary: \$21.00

The CONNECT Team Lead will represent the Core Guiding and Service Principles of the DCSP and will be an integral role for the Downtown Community Safety Partnership, fostering a sense of safety by being present in downtown Winnipeg. They will be a welcoming, approachable, and trusted presence to those living, visiting, working, and learning downtown with a goal of developing relationships and improving communication. Reporting to the Manager of CONNECT and CAN (Coordinated Assistance Network), the CONNECT Team Lead will be responsible for providing guidance to CONNECT Safety team members while on shift. The incumbent will play a fundamental role in providing leadership, direction, motivation, and support to CONNECT Safety team members.

The successful candidate will represent the Core Guiding and Service Principles of Downtown Community Safety Partnership in the community and will be an approachable individual, ensuring the team facilitates positive interactions with the community fostering a sense of safety for all.

KEY RESPONSIBILITIES

Leadership

- Oversees the day-to-day operation of the CONNECT Safety team members.
- Being the first line of contact and providing guidance when issues/concerns arise.
- Provide coaching and guidance of assigned staff members.
- Incorporate a supportive and positive teamwork mindset in the execution of work for CONNECT Safety team members.
- Represent the CONNECT Safety Team in internal DCSP meetings as required.
- Lead and oversee Connect members to ensure position duties, responsibilities, policies, protocols and deliverables are being met and achieved.
- Collaborate with other leadership peers of DCSP to ensure smooth communication and daily operation expectations are met.
- Ensure the CONNECT Safety team incorporates the Core Service Principles of the DCSP into their work.
- Ensure the CONNECT Safety team members follow DCSP protocols.

Program Management

- Oversee Time off request forms, and monitor staff attendance.
- Create CONNECT daily beat sheets, add to the weekly handoff, and review incident reports.

*The Downtown Community Safety Partnership is committed to Employment Equity.
Applicants should identify if they require accommodation during the competition process on a confidential basis.*

- Recommend new program ideas, collaborations, events, professional development training, etc. to the Manager of CONNECT and CAN.
- Assist the Manager of CONNECT & CAN with biweekly team check-in meetings with CONNECT Safety staff.
- With the Manager of CONNECT and CAN, oversee the coordination of a multidisciplinary team.
- Assist the Manager of CONNECT and CAN in ensuring statistics are accurately compiled by staff and submitted on a timely basis.

Other

- Documenting and reporting all staff-related personnel issues to the Manager of CONNECT and CAN.
- Assist the Manager of CONNECT and CAN in matters pertaining to human resources activity.
- Assist in matters pertaining to professional development and training activities as required.
- Adhere to all policies, rules, regulations, and guides listed in the Human Resources Manual established by the DCSP.
- Additional duties may be assigned by the Manager of CONNECT and CAN.

QUALIFICATIONS

- Post-secondary educational background in Social Services or related discipline. Related work experience is also considered.
- Minimum one year experience in leading a team.
- Experience in Crisis Counseling and Outreach is considered an asset.
- Proven experience with direct engagement with the vulnerable sector.
- Knowledge and understanding of harm reduction frameworks.
- A desire and passion to work with a multi-barrier and underserved population.
- Excellent interpersonal, team-building, problem-solving, advocacy, and communication skills.
- Understanding of issues related to mental health/care systems and needs.
- Knowledge of community development and outreach.
- Understand the importance of trauma-informed and culturally appropriate bases for care.
- Ability to work independently as well as part of a team.
- Detail-oriented with strong organizational skills.
- Ability to use sound judgment while working under demanding conditions and circumstances.
- Strong computer skills and knowledge with Excel, Word, Outlook, Internet, etc.
- Ability to perform physical duties, including but not limited to standing and being on foot for a period of time.
- Certification in First Aid, Mental Health First Aid, ASIST, and/or NVCI is an asset.
- Must be available to work days, evenings and overnights. This is subject to change.
- This role is subject to a Criminal Record Check, including Vulnerable Sector Search, and a Child Abuse Registry Check, to be produced prior to commencing employment.

If you are passionate, compassionate, and driven to make a difference in your community, we invite you to apply to be a part of the DCSP's efforts to create a healthier, safer, and more connected downtown Winnipeg community.

To apply for this position, please email your resume and cover letter to dcsphr@dcsp.ca by November 24th 2023 with subject line – CONNECT Team Lead Application

We thank all that apply, however, only candidates selected for an interview will be contacted.

