

Appendix 10

POSITION DESCRIPTIONS

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All Crime Stoppers Programmes in Ontario should have detailed written position descriptions which have been approved by the local Board for the following Crime Stoppers personnel:

- A) Police Coordinator
- B) Civilian Coordinator
- C) Civilian Support Staff (salaried employees only)

CONTAINED IN THIS SECTION ARE SAMPLE POSITION DESCRIPTIONS FOR THE POSITIONS OF POLICE CO-ORDINATOR AND CIVILIAN CO-ORDINATOR. THE CONTENT CONTAINED IN THESE DOCUMENTS SHOULD BE UTILIZED AS A GUIDE IN THE DEVELOPMENT OF POSITIONS DESCRIPTIONS FOR YOUR RESPECTIVE CRIME STOPPERS PROGRAM

JOB DESCRIPTION

TITLE: Constable

BRANCH: INVESTIGATION SERVICES
-STREET CRIMES BRANCH, CRIME STOPPERS UNIT

POSITION SUMMARY:

Will report to and be under the supervision of the Staff Sergeant of the street Crimes Branch and maintain good and proper relations with the citizens and Board of Directors of the Crime Stoppers.

POSITION DUTIES:

-Attend Crime Stoppers Board meetings as required and report on the progress of the program.

-Ensure that monthly reports on the progress of the program are forwarded to all appropriate agencies including;

-Police Services Board

-Crime Stoppers International

-Other groups or individuals as deemed necessary

-Shall ensure that the program meets the requirements as set out by Crime Stoppers International and the Ontario Association of Crime Stoppers Operational Guidelines for continued membership in those organizations as required and assist the local Crime Stoppers Board of Directors in maintaining that goal.

-Shall attend such functions, area police services, and speaking engagements as required to continue the good and proper operation of the Crime Stoppers Program, including school awareness programs and other such programs as the Board of Directors undertake

-Must be familiar with all bulletins issued by this Service and other law enforcement agencies.

-Review all incoming information received through anonymous phone tips, process calls from informants and issue code numbers to callers as required. Evaluate the material received. Prepare reports on same and disseminate the information. Forward to the proper investigative units.

-Maintain a high level of knowledge of Federal, Provincial and Municipal laws, crime

prevention and investigation techniques as well as Service Policies and Procedures and the use of equipment used by their Unit.

-Maintain good liaison with other Divisions, Branches and offices within the Police Service, as well as with such agencies as are required including the news media.

-Shall recognize that Crime Stoppers is a very visible program within the community and the Police Coordinator is an image maker for this Police Service. The credibility of this program, therefore, revolves around the personal reputation of the Police Coordinator and should take care to avoid controversy.

-Shall be responsible for carrying out other duties as may be assigned from time to time.

-Maintain good and proper records concerning the operation and success of this program.

-Supervise any staff (either full or part time) who may from time to time be assigned to the Crime Stoppers Unit.

-Research and prepare an annual budget to maintain the Crime Stoppers Unit and submit such as required

ASSISTANT CO-ORDINATOR JOB DESCRIPTION

POSITION TITLE:	Crime Stoppers Assistant Coordinator	DEPT./DIV. Operational Support
REPORTS TO:	Crime Stoppers Police Coordinator	BRANCH: Crime Stoppers
GRADE LEVEL:		LOCATION: Headquarters
ASSOCIATION: 2000	Civilian Association	DATE April
SALARY:		DEVELOPED: HR Branch
		HOURS OF WORK: 35 hrs. / wk. Mon-Fri, Day Shift

GENERAL PURPOSE

This position receives confidential tip information, promotes the program, and performs associated clerical activities for the Waterloo Region Crime Stoppers Program.

JOB / SKILL REQUIREMENTS

(a) Knowledge and Experience:

Attainment of an Ontario Secondary School Diploma or equivalent educational level as determined by the Ontario Ministry of Education.

Practical knowledge or experience in public speaking and presentation skills is required. Skill in the use of PowerPoint or other presentations software is an asset.

Thorough practical knowledge of office processes, letter and memo composition, file management, and document organization is required, normally acquired through previous related experience and/or training.

Skill in the operation of a personal computer and word processing software in a Windows environment is required. Keyboarding speed must meet the prescribed

standard identified in the Testing Requirements section.

Valid class "G" Ontario Driver's Licence, with no more than six (6) demerit points is required.

Fundraising skills in a not-for-profit self-funded program are an asset. Knowledge of practical workings of a community / volunteer / charity or not-for profit organization is an asset.

Knowledge and Experience Requirements contd.

Previous police-related experience is an asset. Working knowledge of the Records Management System (RMS), Police Regionalized Information Data Entry system (PRIDE), Canadian Police Information Centre system (CPIC) is an asset.

Attentive to detail. Able to organize and prioritize tasks.

Must be able to maintain strict confidentiality at all times.

Ability to participate as an effective team member who supports and projects values compatible with the organization.

(b) Language Communication Skills (Written and Verbal):

English fluency, both spoken and written is required.

Strong interpersonal and communication skills are required to deliver presentations, communicate with individuals internal and external to the organization. Ability to work effectively with others.

TASKS

(a) Major Responsibilities:

The incumbent performs duties under general supervision. The majority of job functions are defined by Ontario Association of Crime Stoppers (OACS) and Crime Stoppers International (CSI) program governance by-laws and guidelines, established practices, and WRPS policies and procedures. Deviations in procedure are reported to the supervisor.

(b) Duties include the following:

2. Receive anonymous crime reports (“tips”) via Crime Stoppers telephone line, FAX, mail:
 - review Major Incident(s) daily in preparation for receipt of possible tips
 - ask tipster appropriate information and clarification questions
 - prepare computerized Tip Report
 - forward report to applicable internal police branch for investigation and/or redirect tip report to appropriate external agency, including community agencies, such as Family and Children’s Services, Regional Health Unit; private agencies, such as the Insurance Crime Prevention Bureau; other Crime Stoppers programmes; other police agencies, including the RCMP
 - update database following officer investigation of tip and/or case resolution; may require preparing and forwarding reminder to return resolution notices at tipster’s request, provide case updates from database information and/or applicable reward payment information as determined by disposition of tip

2. Perform program promotion duties:
 - prepare and hand deliver to deadline weekly “Warrant of the Week” and monthly “Crime of the Week” media releases to media outlets in community
 - prepare monthly Stolen Vehicle List advertisement to deadline for inclusion in the Auto Trader, Truck Trader, and Boat, Bike, and RV Trader publications by collecting theft and vehicle information from the Be On the Lookout (BOLO) list and CPIC
 - attend monthly and committee meetings
 - attendance at seminars and conferences on behalf of the (*program name*) Crime Stoppers program may be required, including semi-annual zone meetings held throughout South-West Ontario, and the yearly conference held in Ontario
 - participate in Crime Stoppers community presentations and public events, in-service training; prepare and deliver presentations
 - develop and participate in public relations, fund raising, and profile enhancement/promotion activities
 - network with other Crime Stoppers program personnel nationally and internationally. Receive and respond to information requests from and exchange information with other Crime Stoppers programmes
 - update website in conjunction with (*name of police organization*)WRPS Computer Services Branch
 - maintain promotional supplies inventory
 - maintain company vehicle

3. Perform duties for Crime Stoppers Board of Directors:
 - prepare annual contract for signature; prepare Board correspondence
 - maintain member list(s)

- prepare and distribute monthly meeting agenda; arrange meeting location; take, prepare, and distribute meeting minutes
 - collect data, calculate statistics, and prepare required reports for Board and (name of police organization), including quarterly statistical and activity report, annual report, suspect list
 - submit statistical information upon request to OACS and CSI
4. Provide clerical support functions to the branch:
- provide telephone reception; field program inquiries and requests for information from within and external to the police service
 - pick up external mail from Canada Post Office, several times weekly
 - pick up internal mail daily
 - maintain computerized and paper filing systems
 - word process and distribute reports and correspondence; photocopying; FAXing
 - maintain office supplies inventory for branch use
5. Other related duties as assigned by supervisor or Crime Stoppers Board of Directors.

NATURE AND IMPACT OF ERROR

Improper preparation of Tip Report could disclose tipster's personal information, resulting in tipster identification. This may result in loss of confidence in the programme, personal harm to tipster, or legal challenge to anonymity protection.

RESPONSIBILITY FOR MATERIAL / FINANCIAL RESOURCES

Company vehicle provided: responsible for general upkeep; report of maintenance problems to the supervisor.

Report malfunctions in personal computer equipment to the supervisor.

CONTACTS

Contacts are primarily external to the organization and critical in nature. Internal contacts are of a routine nature to receive or provide information.

Type: In-person, telephone, written and electronic correspondence

Internal: Police personnel and Civilian staff

External: general public/tipsters, (*name of Crime Stoppers program*) Crime Stoppers Board members, community agencies, such as Family and Children's Services, Regional Health Unit; private agencies, such as the Insurance Crime Prevention Bureau; other Crime Stoppers programmes; other police agencies, including the RCMP; local media outlets

RESPONSIBILITY FOR SUPERVISION OF STAFF AND OTHERS

This position has no supervisory responsibilities. The Crime Stoppers Police Coordinator would be consulted for assistance.

EFFORT (Mental/Physical)

Minimal physical effort is required; most work is performed sitting at a desk.

Mental / visual concentration and attention to detail is required when receiving and recording crime tip information, or writing/editing computerized reports.

WORKING CONDITIONS

Work is performed in a standard office environment.

No extreme temperatures, heavy lifting, involvement with hazardous chemicals or dangerous situations. Not physically hazardous.

Regular travel is required to pick up mail, deliver press releases, and attend monthly meetings. Travel to attend semi-annual seminars and/or conferences may be required.

TESTING

Testing in and successful attainment of prescribed standards is required in each of the following areas:

1. General Aptitude Test Battery (GATB) *external candidates only*
2. Spelling Test
3. Written Composition Test
4. Computer Literacy Test
- 5.* Letter Test, Memo Test
- 6.* Keyboarding Test, 35 wpm acute accuracy

7. Presentation Skills Evaluation

*tests will be performed using WordPerfect v. 6.0 (Windows)