



CAAT Job Evaluation System for Non-Bargaining Unit Employees

Ontario Colleges of Applied Arts and Technology

The Job Fact Sheet Questionnaire (JFS) is used to gather information for job evaluation purposes for the Colleges' Administrative Staff, Part-Time Support Staff, Part-Time and Sessional Academic Staff positions. Please read each section carefully before completing.

The Education and Experience sections are to be completed by the College according to the Colleges recruitment standards.

Upon completion by an incumbent, the JFS is reviewed and, when necessary, adjusted by the position Manager and the Senior Manager responsible for the position. Any changes to the JFS are to be reviewed with the incumbent prior to evaluation. The JFS is then submitted to the appropriate College official for job evaluation purposes.

The JFS is not finalized until it has gone through the job evaluation process and the results have been confirmed by the College. A copy of the finalized JFS will be provided the incumbent for information purposes and as a job description.

POSITION IDENTIFICATION

College: Sir Sandford Fleming

Incumbent: **Vacant**

Position Title: **Supervisor, Security and Emergency Services**

Position Number: A00085

Division/Department: Physical Resources

Location/Campus: Sutherland Campus

Immediate Supervisor (title): **Director, College Safety and Services**

Type of Position:

<input checked="" type="checkbox"/> Administrative	<input type="checkbox"/> Part-Time Administrative
<input type="checkbox"/> Sessional Academic	<input type="checkbox"/> Part-Time Academic
<input type="checkbox"/> Part-Time Support	<input type="checkbox"/> Other

I have read and understood the contents of the Job Fact Sheet (if completed by an incumbent):

Incumbent:

Date:

Recommended by:

Position's Manager:

Date:

Approved by:

Efi

Senior Manager:

Date:

POSITION SUMMARY

Provide a concise description of the position by identifying its most significant responsibilities and/or accountabilities.

The Supervisor of Security & Emergency Services evaluates, plans and organizes routine and responsive life safety and security programs for all College campuses. Responsibilities will include the implementation and maintenance of access control programs including card access, parking lot enforcement, CCTV and ancillary equipment. The Incumbent will also carry responsibility for ensuring that required security services are being provided as per the contract. The incumbent will develop and maintain emergency response procedures related to physical security and ensure that preventative life safety systems and protocols are reviewed and inspected as per code and regulatory requirements. The Incumbent will provide support to all College security policies and emergency preparedness, investigative services as required, and lead crime prevention and personal safety programs. The incumbent provides support and guidance to the College community as it relates to the public safety of the College community and the security of the College's assets.

KEY DUTIES

Provide a description of the position's key duties. Estimate the percentage of time spent on each duty (to the nearest 5%). Add an extra page if necessary.

Security Services

70%

- 1 Responsible for overseeing college security operations. Ensure that all contracted services are provided as per contract and participates in regular KPI sessions to review/validate performance. Develop reporting tools to accurately track security related services.
- 2 Reviews/develops college policy and procedures related to security operations and emergency planning to ensure they are current and are enforced. Liaises with the security service firm ensure the high level of service is provided and to resolve performance issues.
- 3 Oversees daily operation of the security systems such as intrusion alarm and access control systems for doors. Assists in the development of policies and procedures for access control and other security related systems.
- 4 Oversees daily operation of camera surveillance systems. Acts as liaison with police concerning surveillance tape enquiries. Ensures that the College complies with legislation concerning the use of surveillance practices. Coordinates with other departments (IT, PRD, Student Experience), to ensure that security systems remain operational and the information and system access is in conformance with appropriate laws, policies and practices.
- 5 Develops and promotes college safety programs and services for staff and students including personal safety plans, Emergency Notification System, Safe Walks, TIPS. Attends Open House and visits classrooms to introduce the Security and Personal Safety campus program.
- 6 As requested, will conduct sensitive investigations and generate reports on criminal activity. This may include the investigation of students, staff, contractors and any other member of the College Community. Liaises with local police regarding criminal matters. Oversees the enforcement of College issued sanctions as required.

- 7 Recruits and supports the student volunteer members of the First Aid Support Team and supervises the First Aid Support Team Assistant (Student Worker) and has oversight of the First Aid Support Team Budget. (campus specific)
- 8 Will hold fiscal accountability to the department budgets and associated funding resources.

Emergency Planning

25%

- 1 The incumbent will coordinate emergency planning and emergency response initiatives, as well as, oversee professional development opportunities for the security team including scenario training and event simulations. Will also provide updates to via the web portal.
- 2 Schedules and conducts regular emergency planning drills related to the college's evacuation plan (Fire) and Violence Response Protocols. Conducts reviews and coordinates inspections of emergency preparedness supports such as directional signage, wayfinding etc.
- 3 Develops and implements inspection schedules to ensure that emergency related equipment, such as safety phones, ENS, emergency lights, first aid kits, AED, fire extinguishers etc., meet code compliance requirements.
- 4 Assist with emergency response planning as needed for events such as strike planning, facility disruptions and campus threats. Develops or modifies Emergency Procedures for various potential threats including violent actions against the community or building safety. Recommends revisions to various security procedure and policies.
- 5 The incumbent participates in a 24-hour, 7 day a week on-call management rotation which requires the incumbent to respond in a crisis or emergency and to be able to provide advice to staff and students. The incumbent will carry a college phone and be accessible to respond to emergencies at the college as required.
- 6 Plans and organizes traffic control, security service and parking support for all for large events such as Open House, Convocation and Welcome Days.

Other Duties as Assigned

5%

TOTAL:

100%

1. COMPLEXITY - JUDGEMENT (DECISION MAKING)

Complexity refers to the **variety** and relative **difficulty** of **comprehending** and **critically analysing** the material, information, situations and/or processes upon which decisions are based.

Judgement refers to the **process** of identifying and reviewing the available options involved in decision making and then choosing the most appropriate option. Judgement involves the application of the knowledge and experience expected of an individual performing the position.

Provide up to **three examples** of the most important and difficult decisions that an incumbent is typically required to make.

Assesses the level of threat posed by individuals presenting behavioural problems – in consultation with others, recommends and carries out the approved course of action appropriate to the level of threat.

Interprets legislated requirements and the degree of due diligence which the college is applying to all matters pertinent to personal and building safety. Through expertise, the incumbent provides counsel on deficiencies and the exposure of the college to risk.

In depth knowledge of precedence in law, as well as detailed understanding of the applicable sections of the Charter of Rights & Freedoms, Criminal Code, Trespass to Property Act, Bill 168 and the Emergency Measures Act enables the incumbent to assist in determining the overall position of the college in various safety circumstances.

2. EDUCATION (to be completed by the College)

Education refers to the **minimum level** of formal education and/or the type of training or its equivalent that is required of an incumbent at the **point of hire** for the position. This may or may not match an incumbent's actual education or training.

The College is to identify the minimum level of education and/or type of training or its equivalent that is required for the position based upon the College's recruitment standards.

Non-Post-Secondary

- | | |
|---|--|
| <input type="checkbox"/> Partial Secondary School | <input type="checkbox"/> Secondary School Completion |
|---|--|

Post-Secondary

- | | |
|---|---|
| <input type="checkbox"/> 1-Year Certificate | <input type="checkbox"/> 4-Year Degree |
| <input type="checkbox"/> 2-Year Diploma | <input type="checkbox"/> Master's degree |
| X 3-Year Diploma/Degree | <input type="checkbox"/> Post Graduate Degree |

Specify and describe any program speciality, certification or professional designation necessary to fulfil the requirements of the position.

In addition to a relevant educational background, the incumbent requires either a credential in the Law Enforcement area such for Police, Emergency Management, Fire technology or an acceptable combination of equivalent experience. An Ontario Security Guard licence would be an asset.

Specify and describe any special skills or type of training necessary to fulfil the requirements of the position (e.g., computer software, client service skills, conflict resolution, operating equipment).

Computer literacy is essential as frequent access to on-line databases and legislation is integral to policy, procedure and program development. Incumbent will draw on resources on web sites and will require sufficient skills to assemble materials, create reports, tabulate statistics etc.

Conflict resolution and Threat assessment are mandatory skills as the incumbent is managing security operations, and therefore in contact with individuals who may be enraged, intoxicated, or behaving badly in a classroom or public situation. Crisis intervention techniques should be well understood.

3. EXPERIENCE (to be completed by the College)

Experience refers to the amount of **related, progressive** work experience required to obtain the essential techniques, skills and abilities necessary to fulfil the requirements of the job at the **point of hire** into the position. This may or may not match the incumbent actual amount of experience.

The College is to identify the minimum amount and type of experience appropriate for the position based upon the College's recruitment requirements.

Experience required at the point of hire. Up to and including:

- | | |
|--|-----------------------------------|
| <input type="checkbox"/> 0 - no experience | 3 years |
| <input type="checkbox"/> 1 month | X 5 years |
| <input type="checkbox"/> 3 months | <input type="checkbox"/> 7 years |
| <input type="checkbox"/> 6 months | <input type="checkbox"/> 9 years |
| <input type="checkbox"/> 1 year | <input type="checkbox"/> 12 years |
| <input type="checkbox"/> 18 months | <input type="checkbox"/> 15 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 17 years |

Specify and describe any specialized type of work experience necessary to fulfil the requirements of the position.

Significant years of experience are required to ensure that the incumbent has observed many situations over several years, has credibility in making recommendations, demonstrates sound judgement and discretion and will gain the respect of the college population in handling situations with maturity.

Significant experience effectively resolving security issues/incidents.

Experience in threat assessment, fire prevention and developing emergency procedures.

Ability to work with a variety of stakeholders to develop and promote safety and security policies programs and procedures and to build a relationship of confidence and trust.

Experience working in a high demand environment with competing interests.

INITIATIVE - INDEPENDENCE OF ACTION

Initiative - Independence of action refers to the **amount of responsibility** inherent in a position and the **degree of freedom** that an incumbent has to **initiate** or **take action** to complete the requirements of the position. An incumbent is required to foresee activities and decisions to be made, then take the appropriate action(s) to ensure successful outcomes. This factor recognizes the established levels of authority which may restrict the incumbent's ability to initiate or take action, e.g., obtaining direction or approval from a supervisor, reliance on established procedures/methods of operation or professional practices/standards, and/or built-in-controls dictated by computer/ management systems.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform using their initiative without first having to obtain direction or approval from a supervisor.

1. The incumbent is responsible for the general administration of security programs and will operate within the established budget. The assignments and overall program of security administration is at the discretion of the incumbent but with appropriate team communication so that facility managers can flag any issues and keep apprised of changes impacting service to the community.
2. The incumbent has the authority to suspend work performance and/or restrict access to a building or an area of a building due to a safety or security concern. This includes the authority to place the College in a Lockdown as per established protocols.

Briefly describe up to three typical job duties/types of decisions that the incumbent is required to perform which required the direction or approval from a supervisor.

1. Orientation literature relating to safety and security programs will be developed by the incumbent and require approval by Director, College Safety and Services

Give specific examples of guidelines, procedures, manuals (formal or informal), computer systems/programs that are used in performing job duties and in making decisions, e.g., Government regulations, professional or trade standards, College policies or procedures, department or program procedures, computerized/manual programs/systems and any other defined methods or procedures.

- Federal Legislation: Charter of Rights and Freedoms, Criminal Code of Canada, Controlled Drugs and Substances Act.
- Provincial Legislation: Provincial Offences Act, Ontario Fire Code, Trespass to Property Act, Smoke Free Ontario Act, Occupational Health and Safety Act and numerous regulations under the Act. such as Bill 168.
- College policies and procedures specifically: College Safety, Student Rights and Responsibilities, Harassment & Discrimination, Firearms, Appropriate Use of Computers, Violence Prevention, Security Resources Training Manual, Security Post Orders, College Parking Regulations, other security related policies and procedures (access control, key control etc).
- Computer applications include Peoplesoft; parking and door access software; camera surveillance software; incident reporting software Internet/Website searching; Office 365

5. POTENTIAL IMPACT OF DECISIONS

Potential Impact of Decisions recognizes the **potential consequences** that **errors in judgement** made by an incumbent, despite due care, could have on the College. Usually, the higher the level

of accountability inherent in a position, the greater the potential consequences there are on the College from errors in judgement.

Give up to three examples of the typical types of errors in judgement that an incumbent could make in performing the requirements of the position. Do not describe errors which could occur as a result of poor performance, or ones that are rare or extreme. Indicate the probable effects of those errors on the College, e.g., loss of reputation of program/College, waste of resources, financial losses, injury, property damage, effects on staff, students, clients or public.

1. Error in judgement can occur if emergency services (police, fire, ambulance) are not called in certain circumstances. Fact finding can delay a call to emergency services, or there may be a determination that the situation does not warrant this action.
2. Enforcement measures such as towing cars or the issuing of sanctions related to incidents under Student Rights & Responsibilities must be handled with a high level of care to ensure that the public perception of the organization is one of genuine respect for all those impacted by violations. Inappropriate handling of an incident (either due process, or inappropriate sanctions applied) could lead to safety issues depending on the type of incident, legal challenge, media scrutiny, financial liability if the matter is inappropriately handled, loss of goodwill from faculty and staff.
3. If the incumbent or his/her staff members exceed their authority when enforcing laws or policies or use excessive force during an arrest or arrest the incorrect person, the consequences can involve financial liability for the college and negative media coverage.

6. CONTACTS AND WORKING RELATIONSHIPS

Contacts and Working Relationships refers to the **types, importance** and **intended outcomes** of the contacts and working relationships required by an incumbent to perform the responsibilities of a position. It also measures the skill level required to be effective in dealing with contacts and being involved in working relationships. This factor does **not** focus on the level of the contact, but on the **nature** of the contact.

Indicate by job title, with whom an incumbent is required to interact to perform the duties and responsibilities of the positions. Describe the nature, purpose and frequency of the interaction, e.g., exchanging information, teaching, conflict resolution, team consultation, counselling.

Contacts	Contacts by Job Title	Nature and Purpose of Contact	Frequency of Contact	
Internal to the College, e.g., students, staff, management, colleagues.	<i>PRD Managers/Director</i>	<i>General communication on operational decisions to gain agreement on a course of action in security/safety; need to keep team members apprised.</i>	Occasional	Frequent
	<i>College leaders and employees</i>	<i>Operational requirements</i>		F
	<i>Students and Community</i>	<i>To provide procedural information, and promote cooperation with compliance</i>		F
External to the College, e.g., business and industry representatives, suppliers, advisory committee members, staff at other colleges, government officials, and general public.	<i>Security Managers and Safety Officers in the CAATS system.</i>	<i>Attend meetings, follow listserv information on best practices, Networking in general.</i>	O	
	<i>Educational Safety Assoc</i>	<i>Advice on issues; training</i>	O	
	<i>Police and Emergency Services in the Region</i>	<i>Coordination of response to emergencies and threats. Conducting drills and liaison regarding criminal matters. Overall liaison with safety/security agencies.</i>		F
Occasional (O) Frequent (F)		Contacts are made once in a while over a period of time. Contacts are made repeatedly and often over a period of time.		

7a. CHARACTER OF SUPERVISION/FUNCTIONAL GUIDANCE

Character of Supervision identifies the **degree and type** of supervisory responsibility in a position or the nature of functional/program supervision, technical direction or advice involved in staff relationships.

(/) Check the applicable box(es) to describe the type of supervisory responsibility required by an incumbent in the position:

- ☐ Not responsible for supervising or providing guidance to anyone.
- X Provides technical and/or functional guidance to staff and/or students.
- ☐ Instructs students and supervises various learning environments.
Assigns and checks work of others doing similar work.
Supervises a work group. Assigns work to be done, methods to be used, and is responsible for the work performed by the group.
- ☐ Manages the staff and operations of a program area/department. *
- ☐ Manages the staff and operations of a division/major department. *
- ☐ Manages the staff and operations of several divisions/major departments. *
Acts as a consultant to College management.
- ☐ Other e.g., counselling, coaching. Please specify:

* Includes management responsibilities for hiring, assignment of duties and work to be performed, performance management, and recommending the termination of staff.

Specify staff (by title) or groups who are supervised/given functional guidance by an incumbent

Supervisory

1. Direct supervision of 1 College First Aid Team Coordinator- FAST (volunteer student).

Functional Guidance

2. The incumbent must liaise effectively with the student association Pub managers, in order to ensure appropriate guard coverage, and encourage processes which reduce the incidence of alcohol related behaviour which threatens the public.
3. The incumbent has the responsibility to review building and grounds safety from the perspective of opportunity for violence, for example to those in isolated areas.
4. The incumbent is responsible for ensuring campus life safety systems such as fire panels, extinguishers AEDs, First Aids kits are maintained.

7b. SPAN OF CONTROL

Span of Control is complementary to **Character of Supervision/Functional Guidance**. Span of Control refers to the **total number of staff** for which the position has supervisory responsibility, (i.e., subordinates, plus all staff reporting to these subordinates).

Enter the total number of full time and full time equivalent staff reporting through to the position. Also identify the number of staff for whom the position has indirect responsibility (contract for service), if applicable.

Type of Staff	Number of Staff
Full-Time Staff	0
Non Full Time Staff (FTE) *	0
Contract for Service **	Vendor service – 10-15 security guards 4-10 FAST student volunteers
Total:	

*** Full Time Equivalency (FTE) conversions for non-full time staff are as follows:**

Academic Staff

Identify the total average annual teaching hours taught by all non-full time teachers (part-time, partial load and sessional) for which the position is accountable and divide by 648 hours for post-secondary teachers and 760 hours for non-post-secondary teachers.

Support Staff

Identify the total average annual hours worked by part-time support staff for which the position is accountable and divide by 1820 hours.

Administrative Staff

Identify the total average annual hours worked by non full time administrative staff for which the position is accountable and divide by 1820 hours.

** Contract for Services

When considering contracts for services, review the nature of the contractual arrangements to determine the degree of supervisory responsibility the position has for contract employees. This could range from no credit for supervising staff when the contracting company takes full responsibility for all staffing issues to prorated credit for supervising staff when the position is required to handle the initial step(s) when contract staffing issues arise.

8. PHYSICAL AND SENSORY DEMANDS

Physical/Sensory Demands considers the **degree** and **severity** of exertion associated with the position. The factor considers the intensity and severity of the physical effort rather than the strength or energy needed to perform the task. It also considers the sensory attention required by the job as well as the frequency of that effort and the length of time spent on tasks that cause sensory fatigue.

Identify the types of physical and/or sensory demands that are required by an incumbent. Indicate the frequency of the physical demands as well as the frequency and duration of the sensory demands. Use the frequency and duration definitions following the tables to assist with the descriptions.

PHYSICAL DEMANDS

Describe the types of activities and provide examples that demonstrate the physical effort that is required in the position on a regular basis, i.e., sitting, standing, walking, climbing, lifting and/or carrying light, medium or heavy objects, pushing, pulling, working in an awkward position or maintaining one position for a long period of time.

Types of Activities that Demonstrate Physical Effort Required	Frequency (note definitions below)				
	Occasional	Moderate	Considerable	Extended	Continuous
Walking significant time within facilities or reviewing exterior premises			X		
Physical exertion during training and incident response.	X				
Standing, walking, climbing, interrupted sleep during emergency response.	X				

SENSORY DEMANDS

Describe the types of activities and provide examples that demonstrate the sensory effort that is required in the position on a concentrated basis, i.e., reading information/data without interruption, inputting data, report writing, operating a computer or calculator, fine electrical or mechanical work, taking minutes of meetings, counselling, tasting, smelling etc.

Types of Activities that Demonstrate Sensory Effort Required	Frequency (note definitions below)					Duration
	Occasional	Moderate	Considerable	Extended	Continuous	Short Intermediate or Long
Driving to all college sites on a scheduled basis.		X				I
Report writing and incident documentation for routine incidents.		X				I
Report writing and incident documentation for serious incidents.	X					L

FREQUENCY:

Occasional:	Occurs once in a while, sporadically.
Moderate:	Occurs on a regular, ongoing basis for up to a quarter of the work period.
Considerable:	Occurs on a regular, ongoing basis for up to a half of the work period.
Extended:	Occurs on a regular, ongoing basis for up to three-quarters of the work period.
Continuous:	Occurs on a regular, ongoing basis throughout the entire work period except for regulated breaks.

DURATION:

Short:	Up to one hour at a time without the opportunity to change to another task or take a break.
Intermediate:	More than one hour and up to two hours at a time without the opportunity to change to another task or take a break.
Long:	More than two hours at a time without the opportunity to change to another task or take a break.

9. WORKING CONDITIONS

Working Conditions considers the frequency and type of exposure to undesirable, disagreeable environmental conditions or hazards, under which the work is performed.

Describe any unpleasant environmental conditions and work hazards that the incumbent is exposed to during the performance of the job.

Environment

Describe the types of activities and provide examples that demonstrate exposure to unpleasant environmental conditions in the day-to-day activities that are required in the job on a regular basis, e.g., exposure to dirt, chemical substances, grease, extreme temperatures, odours, noise, travel, verbal abuse, body fluid, etc. Indicate the activity as well as the frequency of exposure to undesirable working conditions.

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Risk/Event Management – Intoxicated, verbally abusive individuals	X		
Law/Policy Enforcement – verbally abusive individuals appealing parking tickets, student rights violations etc.		X	
Respond to incident outside building – extreme weather	X		

Types of Activities That Involve Job Related Unpleasant Environmental Conditions	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Exterior reviews – grounds, in extreme weather	X		

Hazards

Describe the types of activities and provide examples that demonstrate the hazards in the day-to-day activities that are required in the job on a regular basis, e.g. chemical substance, electrical shocks, acids, noise, exposure to infectious disease, violence, body fluids, etc. Indicate the activity as well as the frequency of exposure to hazards.

Types of Activities That Involve Job Related Hazards	Frequency (note definitions below)		
	Occasional	Frequent	Continuous
Emergency Response (Facilities or Health & Safety) – Secure the risk areas to prevent access by community, such as a chemical spill flooded area.	X		
Emergency Response (Security or Medical) - Bodily Fluids when assisting with response to medical emergencies. Violent, potentially violent or volatile persons when dealing with trespassers or law or policy enforcement.	x		
Emergency Response (Violent / Armed Person) – Violent and/or armed person seen or reported at College. Activate and direct lockdown.	X		
Threat Assessments - interview violent, potentially violent, volatile persons. Issuing No Trespass Notices when required.	X		
Law / Policy Enforcement – interview violent, potentially violent, volatile persons. Issuing sanctions including suspensions, expulsions and No Trespass Orders when required.	X		
Parking Enforcement – verbally abusive, potentially violent persons appealing a ticket or tow.	X		

Frequency:

Occasional	Occurs once in a while, sporadically.
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Frequent	Occurs regularly throughout the work period.
Continuous	Occurs regularly, on an ongoing basis, throughout most of the work period.

Additional Notes Pertaining to this Position:

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