

WATERLOO REGIONAL POLICE SERVICE CONSTABLE JOB DESCRIPTION

GENERAL PURPOSE:

To serve and protect the community and to improve, maintain and ensure the quality of life for all.

LEGAL REQUIREMENTS, as per the Police Services Act:

- Canadian citizen or permanent resident of Canada
- At least 18 years of age
- Physically and mentally able to perform the duties of the position, having regard to his/her own safety and the safety of members of the public
- Successful completion of an Ontario Secondary School Diploma (OSSD) or its equivalent
- Be of good moral character and habits

LICENCE and CERTIFICATE REQUIREMENTS:

- Valid class "G" Ontario Driver's Licence, with no more than 6 demerit points
- Valid First Aid Certificate, from an accredited agency
- Valid C.P.R. Certificate, from an accredited agency

PHYSICAL REQUIREMENTS:

- Successfully complete a physical fitness test
- Successfully complete a vision examination
- Successfully complete a psychological examination
- Be certified by a licensed medical practitioner as physically able to perform the duties of the position

SKILLS, ABILITIES, KNOWLEDGE REQUIREMENTS: (see Appendix A for definitions)

- Communication Skills - Verbal and Written
- Interpersonal Sensitivity
- Knowledge of Human Behaviour
- Ability to Accept and Work with Community Diversity
- Ability to Serve Victims
- Ability to Promote and Facilitate Community Policing
- Ability to Use Police Related Technology
- Analytical Skills
- Knowledge of Political Systems and Processes
- Personal and Organizational Development Skills
- Knowledge of Internal and External Resources
- Team Building Skills
- Ability to Use Crime Trend Information
- Ability to Apply Basic Police Authorities in Case Preparation
- Ability to Act Professionally and Ethically
- Reasonable Level of Physical Fitness and Well Being
- Use Force Appropriately
- Officer Safety Skills
- Conflict, Avoidance, Resolution and Mediation Skills

LANGUAGE SKILLS:

English proficiency in both verbal and written communication and comprehension at the OSSD level or its equivalent.

TRAINING REQUIREMENTS:

Must complete the prescribed required training as set out in the Police Services Act.

DUTIES AND RESPONSIBILITIES:

- Preserve the peace
- Prevent crime and other offenses
- Provide assistance and encouragement to other persons in crime prevention
- Assist victims
- Apprehend criminals and other offenders and others who may lawfully be taken into custody
- Execute warrants
- Process charges, participate in prosecutions
- Perform lawful duties as designated by the Chief of Police
- Plan activities within assigned area
- Facilitate and promote community policing
- Develop and maintain positive relationships with the diverse community
- Interview, interrogate, investigate
- Accurately assess the need for further intervention and/or diversion
- Assist other primary agencies such as fire or ambulance
- Know and perform duties specified in the Waterloo Regional Police Policies and Procedures.

NATURE AND IMPACT OF ERROR:

- Civil litigation resulting from improper performance of duties
- Injury or death of other officer(s)
- Personal/public injury or death
- Financial loss to public and Service
- Unlawful arrest and detention of person
- Negative image of the Service in the community

RESPONSIBILITY FOR MATERIAL / FINANCIAL RESOURCES:

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- Label, mark and catalogue monies and evidence collected from criminal investigations, found property
- Log and be accountable for monies and personal property of arrested persons
- Responsible for firearms and all other equipment issued

CONTACTS:

Type: In-person, Telephone, Electronic Media, Mobile Data Terminal

Internal: Police personnel and civilian staff

External: General public, other police services, other emergency service workers, General Division and Provincial court personnel, Judges, Justices of the Peace, Crown Attorney, lawyers, Correctional Services personnel, Probation and Parole Officers, other government agencies, Coroner's Office, Centre of Forensic Science personnel, schools, business, community and labour organizations

RESPONSIBILITY FOR SUPERVISION OF STAFF and OTHERS:

Provide technical and functional guidance to other staff.

EFFORT (Mental / Physical):

- Concentrate for prolonged periods when using computers, dictating reports, interviewing, interrogating, conducting investigations
- Visual, auditory and tactile abilities to search premises and persons
- Works under limited supervision as most of the work is performed in the community at large
- Written or dictated reports are submitted to the officer's supervisor
- Work involves walking, standing, running and extensive sitting and driving
- Sufficient strength and reflexes to control persons in a confrontational situation and when applying use-of-force equipment
- Work requires heavy visual and auditory concentration and attention to detail when patrolling in the community, conducting investigations, interviews and interrogations and identifying violations to statutes. Electronic media communication must be interpreted and analyzed.
- Requires sufficient strength, agility and flexibility to search persons who resist and premises, assist other emergency personnel, aid persons in the community who are physically incapacitated, handle property

WORKING CONDITIONS:

- Required to wear a uniform and operate a highly visible vehicle
- Work is performed in a vehicle and on foot, subject to extremes in weather and traffic conditions
- Required to work in a noisy environment due to traffic, crowds and electronic media systems
- Required to work in a dangerous environment when responding to calls for service and performing other duties
- Exposure to dirt, odours and infections such as H.I.V. virus, hepatitis B, and other communicable diseases while taking calls for service, or conducting investigations, interviews and interrogations
- Exposure to biological and environmental hazards when investigating deaths, chemical spills, fires and motor vehicle accidents
- Shift work, including weekend and holidays, affects the individual's dietary, sleeping, social and exercise patterns. Additional impact occurs when court is scheduled during time off and during emergency situations which require officers to work overtime and/or be called into work.
- Crisis situations and shift work may have a significant impact on family life, elevating stress levels beyond the norm
- Officers have access to sensitive information and must maintain strict confidentiality at all times
- Must present a positive image of the police service and the law at all times

APPENDIX A: SKILLS, ABILITIES, KNOWLEDGE REQUIREMENTS

COMMUNICATION SKILLS - WRITTEN and VERBAL

The ability to write, speak, listen, comprehend and provide feedback clearly, concisely and accurately is vital to the job of an officer. Constables must understand the public at large, victims, crime, and the law. They must listen to the public at large, victims, peers, other agencies, the political system and their supervisors. As a facilitator in the community, the officer must work effectively with groups and individuals to promote community policing. This requires clear expression for positive interaction with peers, supervisors, and the community. Crime prevention techniques and safety information for the community is relayed by the constable. The officer must write clear, concise and accurate notes, reports, statements and documents required for court and other purposes. As a protector, a constable must often control activities, making serious decisions quickly. These decisions must be communicated clearly to those involved in the situation.

INTERPERSONAL SENSITIVITY

Constables must establish partnerships in the community. They must maintain and strengthen these positive relationships and network with other agencies to coordinate efforts and provide a contact base for the flow of information. They must demonstrate genuine feeling and sensitivity in their interaction with people.

A genuine interest in the community, compassion and sensitivity to victims, and tolerance will facilitate the development of a partnership with the community and other agencies. Interviewing and interrogation is enhanced when the officer can establish and maintain a flow of information. Within the police service, officers must work as partners with peers and supervisors and the court system.

KNOWLEDGE OF HUMAN BEHAVIOUR

Knowledge and understanding of the dynamics of human and social interaction will provide a base for problem solving, allow for appropriate action, and equip an officer with the ability to understand and deal with violence and crime. This knowledge will facilitate the development of accurate strategies to focus on solutions.

Officers must adapt to different situations and work effectively with a wide cross section of people. They must promote safety using a cooperative approach. Anticipating crime and violence or safety needs encourages the officer to use a more proactive approach to community well being.

ABILITY TO ACCEPT AND WORK WITH COMMUNITY DIVERSITY

Constables must understand the great diversity of society to obtain more suitable resolutions. A sincere cooperative approach will result in alternative solutions and improve relationship building tasks such as developing a network or contact base. The awareness and appreciation of other cultures and customs enhances officers' abilities to more accurately interpret actions and words in the multicultural environment.

ABILITY TO SERVE VICTIMS

Officers must communicate support, understanding and a sensitivity toward victims while maintaining impartiality. These traits must be evident in demeanour, and written and verbal interaction. It extends beyond the initial concern for prosecution and requires good interpersonal skills and an awareness of

human needs.

ABILITY TO PROMOTE AND FACILITATE COMMUNITY POLICING

Officers must understand the principals of community policing and the interpretation of those principals within the community and police service. Constables must promote this while performing their duties, facilitating information flow both to and from the police service to improve the concept.

Constables require good interpersonal skills, self confidence, initiative and self motivation to build a relationship with the diverse community. They need to provide assistance and encouragement to other people in crime prevention and to plan their activities within an assigned area.

ABILITY TO USE POLICE RELATED TECHNOLOGY

Computer literacy, analytical thinking, and a commitment to learning will provide officers with the tools necessary to work in a highly technical community. Basic math skills, keyboarding skills, and self motivation will set a groundwork for using the computer systems optimally.

ANALYTICAL SKILLS

Logical thinking and the ability to identify problems, analyze options, and decide on the most viable solution is required to perform the necessary tasks of a constable.

KNOWLEDGE OF POLITICAL SYSTEMS AND PROCESSES

Constables must have a strong knowledge of the national, provincial and municipal authority structures, case law interpretation and the various court systems that are in place so that they better understand the laws that are both current and in process for the future. An increased awareness and understanding of the complex nature of politics and law making allows officers to identify with their role in the community. Finally, officers need to know the rules, regulations, policies and procedures, and codes of conduct of the police service.

PERSONAL AND ORGANIZATIONAL DEVELOPMENT SKILLS

Constables must display a knowledge of the organization, the community and other related agencies to perform their duties. Flexibility and a willingness to adapt reflects a cooperative approach to self and organizational development. Constables must expedite paperwork, prioritize their workload, process arrests, and conduct interviews, interrogations, and investigations. They must plan daily activities and assess future needs within their assigned areas.

Self development brings additional knowledge, widening the base for solution development and self confidence.

KNOWLEDGE OF INTERNAL AND EXTERNAL RESOURCES

A working knowledge of the various police service branches and departments is necessary to efficiently deliver the most beneficial and cost effective service to the community. It reduces duplication of services and promotes a team approach where everyone has a part to play.

Knowledge of other community agencies and their mandates and scope allows officers to provide accurate information, display a cooperative approach to situation resolution and utilize maximum

resources. This requires a commitment to learning and demonstrating an awareness of organizations and their benefit to the process.

TEAM BUILDING SKILLS

Constables require self confidence, good communication and interpersonal skills and flexibility to promote a community service orientation and cooperative spirit with both the public and other staff. These skills address the job requirements to provide quick assistance to other officers, exchange information with coworkers and coordinate effort at major calls.

ABILITY TO USE CRIME TREND INFORMATION

The ability to read, write and comprehend data and then utilize analytical skills to interpret this information will assist the constable in developing solutions to safety problems within the community. This involves a commitment to learning and a sincere commitment to the well being of the community. Observation skills and information retention are required to successfully provide protection for the officer and the public.

ABILITY TO APPLY BASIC POLICE AUTHORITIES INCASE PREPARATION

Each constable is required to have a working knowledge of laws, statutes and case law to accurately initiate arrests, process suspects, interview and interrogate, and assess complaints. This requires communication skills, a commitment to learning, and an awareness of available resources.

ABILITY TO ACT PROFESSIONAL/ETHICAL

Constables require self control, self confidence, good communication skills, initiative, and the ability to negotiate or facilitate a good relationship with the community. Objectivity in report writing and investigations will reflect an impartial and fair image to the public, court systems and within the organization.

MAINTAIN A REASONABLE LEVEL OF PHYSICAL FITNESS AND WELL BEING

The level of physical fitness required is directly related to the job function. Being well informed about health issues, stress manifestations and wellness programs will assist constables in maintaining fitness and continue to provide them with tools to improve their sense of well being.

USE FORCE APPROPRIATELY

The constable is required at times to use force. The level of training and fitness must be high to ensure the safety of the officer, security of the members of the community, and the rights of suspected offenders. Proper use of force and the relevance of alternate methods such as conflict resolution, negotiation and facilitation are necessary. Safe driving skills, adequate self control and discipline will be evident in the most appropriate resolution to the situation.

Constables must apprehend offenders in a manner that demonstrates awareness of limitations and a concern for the safety of all involved.

PRACTISE OFFICER SAFETY SKILLS

Each constable is responsible for their own safety, and at times the safety of other officers on the job. Common sense, self confidence, initiative, assertiveness and training are required to assist victims, self, and community safety.

CONFLICT AVOIDANCE, RESOLUTION, MEDIATION SKILLS

To resolve problems, conflict avoidance, resolution and mediation skills are necessary. Good interpersonal and communication skills convey this approach to conflict resolution. It requires flexibility, analytical skills and a cooperative approach. It reflects a concern for safety in the community.