

**Housing Authority of Kansas City, MO
(HAKC)
Job Description**

Job Title: PUBLIC SAFETY OFFICER
Department: Public Safety
Reports To: Director of Public Safety
FLSA Status: Exempt
Classification:
Approved By:
Approved Date: 2019

JOB SUMMARY:

Public Safety Officers are primarily tasked with the enforcement of HAKC regulations and policies related to the enhancement of safety within or upon HAKC facilities, pertinent to Low-Income Public Housing, Housing Choice Vouchers, as well as work areas controlled by HAKC staff. This function includes but is not limited to facilitating the enforcement of laws, statutes, and ordinances, by sworn-official, Federal, State, and Local Law Enforcement personnel that legally perform law enforcement functions within HAKC areas of management, responsibility, and control. The overriding goal is to work in partnership with residents, staff, and stakeholders to promote a safe and harmonious environment within and upon HAKC facilities and properties.

ESSENTIAL JOB FUNCTIONS:

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe, but are not limited to, the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

1. Conduct follow up investigations into allegations illegal of activity, serious lease violations, Housing Choice Voucher violations, disturbances, trespass, as well as the enforcement of civil / administrative HAKC policy violations or directives pertinent to safety-security occurring upon HAKC property that involve HAKC residents, employees, guest-visitors, etc.; specific to safety and security concerns, provide assistance to HAKC employees as necessary, upon request.
2. Legally provide safety and security related service for the HAKC, to include, but not limited to, its residents, employees, visitors-guest, and physical assets / equipment.
3. Advocate and promote safety within the HAKC; Regularly conduct safety and security inspections, evaluations, and plan reviews of properties and physical assets; Forward security and safety recommendations / plans to the Public Safety Director for implementation approval.
4. Perform security and crime prevention surveys; Organize and conduct regular safety meetings with managers and residents of public housing; attend HAKC staff or resident sponsored meetings; conduct mediation sessions when requested by management.
5. Monitor and facilitate safety and security on HAKC properties and at HAKC sanctioned

- events; Support and provide security for any events of interest that occur on HAKC properties.
6. Work closely with the legal department and state courts during the eviction process, to include legally aiding assigned law enforcement officials during court ordered evictions; Work closely with property management on problem solving as well as maintaining a disseminating information relative criminal activity or trespass issues.
 7. Respond to requests for KCPD assistance to any safety or security incidents or concerns that occur on HAKC properties; establish positive problem-solving partnerships with residents, management, law enforcement, community groups, and stakeholders.
 8. Analyze information regarding crime statistics, intelligence, and security concerns provided by sources such as local, state, federal law enforcement agencies, and or other reliable sources; prepare and forward a comprehensive monthly report of those details, findings, recommendations, actions, and dispositions.
 9. Complete and forward daily activity and investigative reports relative to duty related activity.
 10. Legally conduct thorough criminal history background investigations on every applicant for federal housing benefits as assigned; assist Law Enforcement as necessary with information sharing relative to criminal activity and trespass related issues.
 11. Maintain a consistent high level of visibility, to include routinely patrolling (via vehicle / foot) upon the public housing facilities and properties, specifically as a means to identify HAKC regulatory violations, address quality of life concerns, promote crime prevention, investigate safety concerns, enhance safety, partner with law enforcement, address parking issues, legally interact and provide resident or guest assistance, and promote positive property management interactions.
 12. Legally assist local, state, and federal agencies as needed to prevent, reduce, and solve crimes.
 13. Identify and collaborate with stakeholders that can provide free community-based resources, services, programs, assistance, and training opportunities to the residents of HAKC properties.
 14. In partnership with stakeholders, property managers, and residents, establish and implement proven safety and security protocols at assigned facilities. Embrace problem oriented, Crime Prevention Through Environmental Design, Community oriented, and 21 Century Policing models as a guide to build positive relationships and proactively work towards solutions to problems. Work with KCPD on crime free multifamily housing initiatives and training opportunities.
 15. Identify and coordinate safety and security related training opportunities for residents and staff.
 16. Obtain and maintain KCPD license for both proprietary private investigator and patrol agent.
 17. Other duties as directed by the Director of Public Safety, or his/her superiors.

QUALIFICATIONS AND COMPETENCIES: Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills or attributes:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational

entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. Commits to excellence in work and behavior.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. Understands and demonstrates professionalism, with an attitude indicative of service above self.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively, and can follow lawful instructions from superiors in a manner that is free of behavior that displays hostility, negativity, or insubordination.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work. Seeks positive solutions to problems and is results driven. If in doubt as to duty related activities, will respectfully seek clarity from their superior director.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. Is willing to assist others as necessary to meet and exceed organizational expectations.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed. Is committed to working collaboratively with others to accomplish positive outcomes. Is willing to promote and share in the success of others.

JOB COMPETENCIES

- Must not be convicted of a felony crime.
- Must be no less than 21 years of age.
- Must be willing to submit to, and pass a background investigation.
- As a condition of employment, must pass, obtain, and maintain the annual firearms qualification required by the KCPD, pertinent to investigatory or security licensing. Carrying a firearm is required in this position.

- Must maintain a valid driver's license to operate HAKC vehicles and respond to incidents occurring on HAKC properties.
- As a preference, must have familiarity of *the President's task force on 21 century policing report*, as well as community policing, de-escalation, and Crisis Intervention (CIT) protocols.
- Must be able to maintain the confidentiality of sensitive duty related information and communications.
- Must be skilled in organization, time management, and multi-tasking.
- Must be willing to work collaboratively with others to accomplish goals and objectives.
- Must be skilled in excellent verbal, interpersonal, reading and writing ability; to include the ability to positively interact with various ethnicities, religions, cultures, persuasions, and the developmentally challenged, without regard to socioeconomic status or societal beliefs.
- Must have the ability to work closely with stakeholders in the goal of facilitating a safe and harmonious environment for residents, employees, and guest of the HAKC.
- Must maintain a high level of ethical integrity both on and off duty.
- The ability to demonstrate knowledge, competence, professionalism, equity, impartiality, courage, sound judgement, and poise, as it pertains to the performance of work-related duties pertinent to the essential job functions.

EDUCATION / AND OR EXPERIENCE

- Candidates must possess a high school diploma/GED; must possess a two- (2) year degree in the Administration of Criminal Justice, or a bachelor's degree; or have two (2) consecutive years prior investigative experience in law enforcement, military police, or military intelligence functions; or two (2) years consecutive experience with a licensed private security or proprietary private investigative company, and be certified by that company as to knowledge of the law and investigative techniques.

CONTACTS:

Work requires frequent internal and external contact, communication, and collaboration with residents, employees, guest, community stakeholders, and law enforcement.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- *Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, range of motion, coordination, vision, hearing, speech, and dexterity levels appropriate to the essential functions that may be performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- Work is performed in both an office and non-office environment, that may include exposure to variances of climate conditions, as well as other natural, un-natural, or unpredictable events or conditions. Employee awareness and preparedness are essential in meeting the demands

and conditions that may exist relative to the essential job functions. The noise level in the work environment may also vary based on varying factors and conditions.

- The employee will be required to frequently use duty related equipment including personal computers, telephone, phones faxes, copiers; as well as vehicles, safety protective equipment, and must have a working ability pertinent to these or other resources necessary to accomplish job-related task or goals.
- The personal safety of a HAKC employee should always be priority and all reasonable and legal steps should be taken by said employee to insure the employee's personal safety / wellness, as well as of others pertinent to the essential job functions.

The descriptive characteristics described herein are a general representation of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]