



LONDON & MIDDLESEX
COMMUNITY HOUSING

JOB POSTING

JOB TITLE: **Security Manager**
REPORTS TO: **Manager, People & Culture**
COMPETITION NUMBER: **2020-11**
POSTING DATE: **JUNE 2, 2020**
CLOSING DATE: **June 24, 2020**

Who We Are: London & Middlesex Community Housing (LMCH) provides 3,282 housing units across 32 properties to more than 5,000 people. Those who call LMCH home are a diverse cross-section of individuals including families, seniors, adults, and new Canadians, all of whom are living with limited income. At LMCH, we believe that housing is the foundation of a better tomorrow.

Mission: LMCH provides and maintains homes in a safe and supportive environment to meet the needs of the people we serve in our communities.

Vision: LMCH envisions healthy homes and communities in London and Middlesex. Leading by example, LMCH will help make a difference and positively impact lives using housing as the foundation.

LMCH Values:

WE CARE	
Collaboration	Commitment
Accountable	Accessible
Respect	Responsive
Equity	Excellence

1. PURPOSE OF THE JOB:

As an integral member of the LMCH team, the incumbent in this permanent, non-unionized position works both independently and in a team environment to assist in the development, implementation, and maintenance of the Corporate Security Program. This manager is responsible for staff and asset protection, investigations, project

management, procedural development, and staff training. In coordination with the Security Team, HR, and the management team as a whole, this leader will monitor compliance with existing legislation, corporate and departmental policies and procedures, identify areas of non-compliance, recommend corrective action, and provide advice and assistance to management and employees on security-related issues.

2. KEY DUTIES/RESPONSIBILITIES:

- Oversee and direct the planning, management, administration, and response for corporate security programs and emergency and fire safety plans for LMCH; develop and maintain comprehensive policies, procedures, and protocols and monitor compliance and investigate breaches in compliance.
- Develop and manage the implementation and maintenance of LMCH security investigations, incident response, and fire safety program in accordance with industry standards, regulations, laws, and best practices; investigate and respond to all breaches in security, incidents of violence, theft, and property damage, partnering with police services to resolve sensitive issues and recommend and implement necessary prevention techniques and penalties while ensuring confidentiality is maintained.
- Develop and implement plans and procedures to ensure the protection of all LMCH assets, including corporate buildings, vehicles, equipment, public spaces, and facilities, as well as the ongoing safety of LMCH staff, tenants, and general public.
- Establish program priorities based on assessment of needs, including the development of security and safety policies; develop and manage an annual project plan.
- Manage threat assessment and incident response activities, acting as point of contact for staff, manage time-sensitive responses to incidents, ensuring protective measures, guidelines and alarm systems are in place and provide training and drills as needed.
- Develop risk management plans for submission to the Senior Leadership Team and Board of Directors, identifying areas of risk/gaps in services/support, ensuring business continuity of all services and agency response capabilities, identifying areas for improvement and resource allocation and establishing policies, protocols and procedures.



- Conduct risk audits, assessments, and periodic drills.
- Oversee the use of CCTV, access control, and alarm systems and related software.
- Develop capital security projects, review contract documents, evaluate tenders and RFPs, and assist in the recommendation of contract awards, inspection, and administration; manage contracted security services.
- Develop, coordinate, and deliver staff training sessions related to security awareness, personal safety, emergency procedures, and protection of assets; lead the Safety Planning process with staff, where appropriate.
- Prepare reports for recommendation by HR Management, Senior Leadership Team, and the LMCH Board of Directors.
- Participate in hiring of staff and strategic planning.
- Assist in the preparation of the operating budget.
- Responsible for the management and control of the Corporate Facilities Master Key System and CCTV system.
- Other duties as assigned.

3. EDUCATION, EXPERIENCE, & QUALIFICATIONS:

- University degree, Community College diploma or equivalent in the area of Corporate Security.
- Five to seven years' related experience in the corporate security area.
- Demonstrated investigation procedures and processes experience.
- Specialized training in relevant legislation, codes, and standards and provincial certifications specifically related to conducting investigations, incident response, and fire safety.
- Demonstrated knowledge of incident management software, incident analysis reports, and incident tracking. Knowledge in use of CCTV, access controls, and alarm systems and related software.
- Must possess excellent writing skills and experience creating and developing training materials and programs.
- Must possess excellent verbal communication and presentation skills.
- Demonstrated computer experience of a variety of software applications.
- Previous investigation experience through law enforcement and/or private investigation an asset.



- Must possess a valid driver's license, have access to a reliable vehicle, and carry adequate insurance.

4. WE CARE PHILOSOPHY:

The incumbent contributes and supports the overall culture and working environment of the agency by:

- Having a working knowledge of cultural, social, and demographic patterns relating to vulnerable priority populations.
- Committing to harm reduction and low-barrier service, as well as non-violent crisis intervention, de-escalation, and supporting citizens.
- Committing to work in a diverse, interdisciplinary setting.
- Understanding and being sensitive towards the belief systems of other groups, the complexity of those facing poverty, and their individual unique strengths and needs.
- Setting an example of a strong work ethic and positive team attitude.
- Working with diverse communities with sensitivity, creativity, innovation, language and cultural understanding in a non-judgmental manner.

5. POLICE RECORDS CHECK and VULNERABLE POSITION SCREENING:

This position requires the successful candidate submit a current Police Records check from their local police service. A current LMCH employee who is the successful candidate for this position must also provide this document *unless* it is already on file and *not* more than one year old.

6. SALARY & BENEFITS:

Salary is commensurate with education and experience; we also offer comprehensive health benefits and a defined benefit pension plan.

WHAT'S NEXT:

Once you apply, we'll review your resume and cover letter to determine if your skills and experience match the qualifications for the role.

Only qualified candidates will be contacted for next steps.

If you move forward, the process may include an interview, written/practical test, and reference check.



Here's your chance to bring your knowledge and expertise to our team and contribute to providing better homes and better neighbourhoods. When submitting your cover letter and resume, be sure to tell us about your skills and qualifications that are a match to those specified in the job posting.

A cover letter and resume must be received by 4:30pm, June 24, 2020. Late applications will not be considered.

Please send your cover letter and resume to the attention of:

Kim Graham
Manager, People & Culture
London & Middlesex Community Housing
1299 Oxford Street East, Unit 5C5 London, ON, N5Y 4W5
E-mail: employment@london-housing.ca

London & Middlesex Community Housing (LMCH) is committed to equity in employment. Our goal is a diverse, inclusive, and barrier-free workplace that reflects the communities we serve.

We will provide reasonable accommodation to applicants with disabilities at all stages of the hiring process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005. Please advise if you require an accommodation during the selection process.

Thank you for your interest in London & Middlesex Community Housing!