



THE THUNDER BAY POLICE SERVICE

POSITION DESCRIPTION

POSITION: Community Outreach Social Navigation Coordinator
BRANCH: Operational Support
UNIT: Community Outreach
REPORTS TO: Sergeant – Community Outreach
PAY SCALE: Level 10 to Level 13

CORE COMPETENCIES

The Community Outreach Social Navigation Coordinator is responsible for the orderly operation of general duties within their assigned Unit, as well as the efficient transfer of information and communications received by the Thunder Bay Police Service. General core competencies required to be successful in this position are:

Competencies	Requirements
Accountability and Excellence	<ul style="list-style-type: none">• Align behaviours to organizational values of partnerships, integrity, public service, excellence, equity, diversity and human rights.• Address others whose behaviours are contrary to TBPS values.• Demonstrate required level of job-related skill.• Focus efforts on achieving standards of excellence through continuous improvement and ongoing development.• Comply with all relevant codes of conduct, policies, and procedures.• Exercise self control, adaptability, and flexibility in stressful or difficult situations.• Accept responsibility for own actions regardless of consequences.• Respect the dignity, human rights, equity, diversity, and inclusion of others.

Competencies	Requirements
Decision Making	<ul style="list-style-type: none"> • Apply established guidelines and procedures to make informed decisions. • Seek guidance as needed when the situation is unclear and involves the right people in the decision-making process. • Consider consequences of decisions including the impact on others and the TBPS. • Reach decisions that are consistent with established procedures and TBPS values. • Assess the effectiveness of decisions and responds accordingly.
Interaction and Influence	<ul style="list-style-type: none"> • Promote team goals, share the workload, and assist others. • Give credit and acknowledge contributions and efforts of peers. • Treat others fairly, ethically, and with value — communicating openly and building trust. • Effective written and verbal communication skills – clear, concise, and suited to others’ level of understanding. • Demonstrate cooperation, collaboration, and consensus-building when working with others within or outside the TBPS. • Ability to accept and act on constructive criticism. • Effectively communicate using strategies to achieve common goals, influence, and gain support of others.
Social & Cultural Competency	<ul style="list-style-type: none"> • Demonstrate a professional, empathetic, and objective demeanour. • Able to effectively interact, work and develop meaningful relationships with people of various ethnic, cultural, and social backgrounds. • Recognize and respect diversity through communication and actions in all contexts. • Show respect and openness towards someone whose ethnic, cultural, and social background is different from one’s own. • Able to recognize and manage one’s own behaviours, moods, and impulses to create an inclusive, equitable and welcoming environment within the TBPS. • Able to use one’s own experiences to relate to and work with all ethnic, cultural, and social groups.

<p>Community Engagement</p>	<ul style="list-style-type: none"> • Demonstrate professional, empathetic, and objective demeanour when dealing with all ethnical, cultural, and social groups. • Participate in policing and community partnership events. • Enhance partnerships and communication with diverse community groups. • Demonstrate service excellence consistent with the strategic plan. • Actively promote Thunder Bay Police Service as an employer of choice. • Proactively initiate projects and increases awareness of programs targeting community issues.
<p>Planning and Organization</p>	<ul style="list-style-type: none"> • Plan and organize work. • Identify the importance of tasks and prioritizes time accordingly to ensure completion of all tasks within time frame. • Make effective use of available resources to meet work objectives. Monitor the attainment of objectives and/or quality of the work completed.
<p>Providing Advice and Guidance</p>	<ul style="list-style-type: none"> • Keep current with changes related to area(s) of expertise and disseminates relevant information. • Provide advice and guidance to others on issues related to area of expertise. • Analyze implications of proposed course of action to mitigate risk. • Identify and propose solutions that take into consideration all parties involved in a situation. • Adapt strategies to take into account evolving trends and best practices.

SUMMARY OF ESSENTIAL JOB FUNCTIONS:

The **Community Outreach Social Navigation Coordinator** is responsible and accountable to the Sergeant – Community Outreach for the efficient and timely performance of the assigned duties and responsibilities. Specific responsibilities shall include but not be limited to:

- Provide direct, operational social service navigation in support of police-led outreach, follow-up, and diversion initiatives.

- Attend and support authorized outreach activities with sworn members and Special Constables.
- Conduct needs-based assessments for individuals experiencing homelessness, mental health crises, substance use disorders, or social instability.
- Facilitate referrals and ensure service continuity during transitions to appropriate community-based services, including housing, mental health, addictions, healthcare, income supports, and Indigenous services.
- Maintain an operation connection within the Service to communicate internally and externally, providing officers with the tools and knowledge to refer individuals to the appropriate services, community table or collaboratives.
- Connect to existing and new collaboratives to monitor, manage, develop, and implement education, training, and tools to support front line officers. The initiatives will include activities which engage upstream prevention and connection to outreach street level services.
- Support organizational efforts to reduce repeat police contacts by identifying and addressing underlying social determinants that impact individuals and communities.
- Work collaboratively with community partners and agencies to support continuity of care.
- Maintain accurate, timely, and confidential documentation of contacts, referrals, and outcomes.
- Produce detailed, accurate and comprehensive reports to provide operational feedback regarding emerging trends, service gaps, and community needs.
- Research training, and other police service approaches.
- All other duties as assigned within the core competencies.

QUALIFICATIONS

- Post-secondary education in Social Work, Community Services, Psychology, Criminology, Indigenous Studies, or a related field.
- Minimum of two (2) years experience working with vulnerable populations in a frontline, outreach, or case-management capacity.
- Knowledge of mental health, addictions, housing, and social service systems.
- Demonstrated ability to work effectively in crisis or high-stress environments.
- Demonstrated interpersonal skills and the ability to communicate in a clear and concise manner, including the ability to address issues in a professional and courteous manner.
- Proven organizational skills with the ability to prioritize and manager own workload to meet deadlines and job-related expectation

- Demonstrated capacity to learn and utilize knowledge obtained about an organization to communicate, engage, and connect a wide range of services to external clients and organizations.
- Demonstrated ability to be creative and to translate new ideas into practical workplace initiatives.
- Demonstrated knowledge and experience in Microsoft Office related software to an accomplished level, including Microsoft Word, Excel, and Adobe Acrobat is essential

WORKING CONDITIONS

- Required to work a Monday to Friday shift schedule consisting of a 40-hour work week, 8-hour shifts, to meet operational requirements of the unit. Planned flexible shifts or hours may be required from time to time to perform some tasks.
- Work is performed in a standard office environment in combination with field work with a variety of community partners and police officers with a variety of working conditions.
- Located mainly in a comfortable indoor area, except when field work is required. Conditions could produce mild discomfort such as moderate noise or exposure to various environments.

TESTS & ASSESSMENTS

Candidates may be subject to any of the following tests and assessments for this position.

- Application and resume review
- Performance Appraisal review
- Disciplinary record review
- Panel Interview

APPROVAL:

Prepared by: Staff Sergeant J. Anderson #388	Initial Date Created: June 15, 2022
Revised by: Inspector J. Rybak #370	Revision Date: February 3, 2026
Approved by: Inspector D. West #474	Approval Date: June 16, 2022
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