

POSITION TITLE: Vice President of Public Safety

DEPARTMENT: Public Safety

STATUS: Exempt

SALARY RANGE: \$78,000 - \$85,000, dependent upon experience

The Vice President of Public Safety is responsible for developing, implementing, and managing the safety and security of WHA property, residents, and employees. These duties include creating programs, policies, and procedures; collaboration with WHA staff and management across departments; and interaction with public and city officials, including Worcester police and fire; and interaction with residents to build trust and rapport. The VP of PSD reports to the Chief Resident Programs Officer and supervises a small team of investigators, as well as an administrative assistant. This position requires a high level of technical, administrative, management, and investigative skills to identify and prevent crime, fire, and fraud. This is a full-time, fully-benefitted position and will require frequent work outside of regular business hours.

ESSENTIAL FUNCTIONS:

1. Oversees, manages, and coordinates all public safety, policing, and security programming at all WHA properties.
2. Creates, maintains, and analyzes reports and metrics relative to crime, fraud, safety, and department performance, and recommends proactive and responsive protocols, procedures, and policies that are compatible with the mission of the WHA.
3. Consistently reviews WHA security camera/surveillance systems to identify viewing issues, areas of concern, and blind spots; works with IT to correct.
4. Serves as the WHA liaison to the City of Worcester Police Department and the WHA contracted security vendor, developing and maintaining cooperative relationships with both, as well as with community agencies, and resident leaders.
5. Gather, analyze and evaluate information from a variety of resources, social media and websites as it relates to WHA investigations;
6. Conducts complete investigations, including gathering, analyzing, and evaluating information from various resources, including social media and the web, and conducting thorough interviews of key witnesses, employees, victims, and suspects.
7. Accurately articulates information gathered from investigations into comprehensive and thorough reports.
8. Works cooperatively with WHA departments to provide perspective relative to safety and security in the coordination of essential resident services, programming and events.
9. Patrols WHA properties periodically to provide visibility and to ensure the safety of persons and property, being observant for criminal activity, or anything which might endanger life, health, and safety or result in theft or damage to property and reports same for the appropriate action to be taken.
10. Assists the WHA Legal Department in preparation for court matters; occasional court appearances may be necessary.
11. Oversees department budget and staff, including conducting ongoing staff meetings, managing staff performance and morale, writing evaluations, interviewing prospective staff, and delegating and reviewing current staff work assignments and productivity.

12. Stays current relative to community and public issues that may impact the WHA or its residents and proposes new programs or protocols as needed.
13. Demonstrates calm, sound judgment, and resourcefulness under pressure and in emergency situations; experienced in de-escalation and mediation.
14. Maintains the highest level of confidentiality of information gathered at all times.

OTHER RESPONSIBILITIES:

15. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Bachelor's degree in related field preferred.
2. Minimum of five years of experience working in a public safety-related role.
3. Minimum of three years of experience supervising staff.
4. Ability to plan, organize, administer, and coordinate a comprehensive public safety plan, identifying areas for improvement and process enhancement.
5. Knowledge and understanding of public safety and investigative procedures including the ability to interpret and communicate laws, directives, rules, and regulations.
6. Superior active listening skills, ability to comprehend information and use logic and reasoning to ask follow-up questions, and to confirm and uncover facts.
7. Ability to evaluate information critically to arrive at a fair and unbiased determination.
8. Strong supervisory skills and the ability to motivate, train, and evaluate staff performance.
9. Excellent interpersonal skills and proven ability to work effectively with diverse populations.
10. Exceptional attention to detail; able to think strategically, organize, prioritize, and multi-task in a fast-paced environment with frequent interruption.
11. Aptitude using computers/software, including Microsoft Office programs, such as Word, Outlook, Excel, and navigation of the internet/social media.
12. Excellent verbal and written communication skills in English; bilingual candidates (Spanish/English) preferred.
13. Calm, professional demeanor; ability to stay composed and rational to effectively manage crises and emergencies.
14. Must possess and maintain a valid and insurable driver's license.
15. Ability to be relied upon to be available for work, including work outside of regular business hours (this position is essentially on-call 24/7).