



HAMILTON POLICE SERVICE

Career Opportunity:

MISSING PERSON COMMUNITY SUPPORT WORKER Temporary Full-Time – up to 20 months

Posting #	#2025-048	JJR#	231
Job Title	Missing Person Community Support Worker	Civilian/Sworn	Civilian
Status	Temporary Full Time (Up to 20 months)	Department/Unit	Investigative Services Division
Salary Grade	Schedule 10E	Hiring Rate	\$89,151 per annum
Salary Range	\$89,151 to \$104,890 per annum (as of January 1, 2024)		
Posting Date	June 23, 2025	Closing Date	July 4, 2025
Primary Job Location	155 King William Street, Hamilton, ON		
Hours of Work	8:30–4:30 typically, Monday to Friday; providing on-call support as needed Position will be required to work onsite until training is completed. Upon the completion of the 6 month training period, there is the opportunity for remote work, up to 2 days per week.		

SUMMARY

About HPS

HPS patrols 1.113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

Position Summary:

Under the direction of the Sergeant of the Missing Person Unit "Unit", the Community Support Worker will be responsible for working collaboratively with the members of the Unit to support missing person investigations, including acting as a liaison with family, social service agencies and community.

The Community Support Worker will provide assistance for high profile cases and will occasionally be required for call-ins and after-hours work to support these investigations.

Duties include, but not limited to;

- Engage with external partners for Unit related inquiries. Respond in person, by phone or in writing and / or relay calls and messages to the appropriate personnel.
- Respond after-hours to assist the Unit for high-risk incidents when available.
- Maintain accurate records and reports relating to clients supported by the Unit (e.g. contact lists, referrals, outcomes, barriers to access, etc.).
- Support community agencies in the development, implementation and follow-up of care plans for clients that go missing repeatedly and/or are high risk. This will be in consultation with, but not limited to, mental health workers, youth and foster homes, Children's Aid Societies, families and shelters.
- Participate in emergency consultations and assess risk using the Hamilton Police Service (HPS) risk assessment tool.
- Assist with safety planning and risk mitigation consultations for repeat and high-risk missing persons in consultation with the unique client, community agency and/or family.
- Complete HPS risk assessment forms and search urgency charts for Unit cases and review with the Unit Staff Sergeant.
- Liaise with family and social agencies, maintaining consistent contact and support throughout the investigative process.
- In consultation with the client and supports, conduct return interviews to help identify underlying push/ pull factors to decrease repeat missing person incidents and support referrals.
- In collaboration with the Sergeant and Unit team, participate in and facilitate community agency advisory tables for missing person investigations.
- In consultation with investigative team and community agency workers, evaluate clients for intervention, apprehension and at risk behaviours (e.g. self-harm, substance use).
- Assist with and provide training as part of the Unit team as required, both internally and externally. All training to be pre-approved by the Sergeant. Support community agencies with questions regarding the online reporting tool.
- Liaise with and provide referrals to the Alzheimer's disease/Dementia/ Autism Spectrum Disorder Medic Alert Connect Protect Program.
- Liaise with families and loved ones related to long-term/cold case missing person cases.
- Have working knowledge of resources available in Hamilton and surrounding regions to support repeat and high-risk missing persons.

Supervisory Responsibilities:

Not applicable.

Working Conditions:

Open concept office. Will need to travel to and from various work locations. The duties of this position will involve physical and mental challenges, while maintaining a respectful and professional demeanor. Some of the challenges include exposure to behaviourally difficult clients and/or demanding members of the public. Often dealing with high-risk individuals who suffer from severe mental health concerns and/or are substance users. Clients may be under

the influence of drugs or experiencing psychosis resulting in erratic behaviour and unpleasant communication. Work may be performed in environments with exposure to disagreeable conditions (e.g. shelters, lodging homes, unkempt apartments etc.).

Physical & Sensory Demands/Dexterity:

Assignments will involve activities such as reading, writing, keyboarding, listening, talking, sitting, standing, walking, bending/stooping, reaching, filing and driving.

Education:

Minimum three (3) year University Degree in Social Work, applied Social Sciences, Psychology, Sociology, or a related field (e.g. Mental Health, Addiction Studies, Case Management, Health/Social Services etc.).

Experience:

- Minimum three (3) years of full-time practical experience working with youth and/or adults in crisis or facing complex mental health and addition issues.
- Working knowledge and experience in trauma-informed practices.
- Current, relevant experience planning, implementing, coordinating and evaluating community-based initiatives and programs.
- Working knowledge or understanding of the judicial system would be an asset

Certifications & Licenses:

Valid Class G Driver's License, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges.

Certification in Crisis Intervention Training is required.

Mental Health First Aid Certificate is an asset and successful candidates may be expected to complete.

Skills & Competencies:

- Ability to utilize a computer, including accurately keyboarding proficient Microsoft
- **Word**, Excel, and PowerPoint, and Case Management Software. Prepare spreadsheets, presentations, etc.).
- Strong verbal and written communication skills, including the ability to make presentations to various interest groups (e.g. HPS members, senior management, Police Services Board etc.). Ability to prepare reports, articles, service plans and correspondence in a clear and concise manner.
- Exceptional interpersonal skills, including the ability to interact effectively with clients, police personnel, community/government agencies and members of the public.
- Must be able to establish and maintain effective working relationships, and work collaboratively as part of a team.
- Demonstrated knowledge and sensitivity to the impact of social, economic, environmental and cultural issues impacting marginalized populations.
- Understanding of harm reduction frameworks, partnership building and health promotion strategies.
- Good problem solving skills with an ability to manage multiple tasks and changing priorities to ensure deadlines are met.
- Ability to maintain accurate records with attention to detail.
- Strong leadership, judgement and decision making skills. Self-motivated, enthusiastic and able to work with minimal supervision.
- Ability to learn and comply with HPS policies and procedures, and exercise good judgment within the framework of these policies and procedures.
- Good data collection, organizational, facilitation, follow-up and problem solving skills.

INTERESTED IN THE POSITION?

Submit your application (i.e. updated cover letter and resume) via email by indicating the posting number in the subject line to recruiting@hamiltonpolice.ca before 11:59 PM on **July 4, 2025**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

In accordance with the Ontario Human Rights Code (OHRC) should you require an accommodation at any time during the recruitment and selection process we encourage you to notify the Human Resources @ recruiting@hamiltonpolice.ca

We thank everyone for their expressed interest and appreciate the time you've taken to submit your application. However, only those selected for employment testing and/or an interview will be contacted.

At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.