

# **Sault Ste. Marie Police Service**

## **Court Security Special Constable – Critical Standards of Performance**

**COMPETENCY 1:** Keeps current with knowledge of community policing methods, statutes, regulations, policies and procedures and service rules and the crime trends, demographics and geography of the assigned work area.

**CRITICAL STANDARDS OF PERFORMANCE FOR COMPETENCY 1:**

**WORK PERFORMANCE**  
**DEPENDABILITY**  
**INITIATIVE**

**Demonstrated and evidenced by:**

- a) Appropriate knowledge of statutes including:
  - a. Applying commonly used statutes.
  - b. Ability to search statutes to find needed information.
- b) Adhering to regulations, policies and procedures consistently.
- c) Ability to locate and utilize relevant policies/directives, etc. when required.

**COMPETENCY 2:** Performs duties, as directed by the Court Security Supervisor and/or the Trial and Security Coordinator in the Sault Ste. Marie Court House, relative to the overall physical security of the building including the safety of all persons in custody, working, visiting or otherwise conducting business in the building.

**CRITICAL STANDARDS OF PERFORMANCE FOR COMPETENCY 2:**

**WORK PERFORMANCE**  
**DEPENDABILITY**  
**INITIATIVE**  
**WRITTEN COMMUNICATIONS**  
**VERBAL COMMUNICATIONS**

**Demonstrated and evidenced by:**

- a) Ensuring the security of the Court House and the safety of all persons attending while the Court House is open.
- b) Ensuring the safety and security of all prisoners attending at the Court House.
- c) Transporting and ensuring prisoners are present at the proper courts at the proper times.
- d) Being available, at the discretion of the Court Security Supervisor, to transport in-custody persons.
- e) Serving legal documents such as summonses, subpoenas, CEA notices and warrants as required.
- f) Monitoring of entrances and alarm system for all offices in the Court House.

- g) Notifying Security Supervisor or Trial and Security Coordinator of any unusual activity or security risks.
- h) Providing relief to the module control officer as required.
- i) Performing any other duties as assigned.

**COMPETENCY 3:                      Effective internal and external relations achieved through appropriate communication and interpersonal skills.**

**CRITICAL STANDARDS OF PERFORMANCE FOR COMPETENCY 3:**

**RELATIONSHIPS  
VERBAL COMMUNICATIONS**

**Demonstrated and evidenced by:**

- a) Excellent verbal and listening skills including:
  - a. Speaking clearly with proper volume and tone emphasis and in a confident manner in all situations including when speaking in front of a group and when giving evidence.
  - b. Giving concise, understandable, accurate directions/instructions.
  - c. Listening carefully for total meaning.
  - d. Observing carefully for feelings, body language, hand and eye movements, etc.
- b) Effective interaction with the public and other agencies in an appropriate, and professional manner (courteous, polite, and positive).
- c) Effective interaction with peers, co-workers and all others in the Police Service in a cooperative, respectful and professional manner including readily sharing own knowledge, credit and responsibility.
- d) Effective interviewing, conflict avoidance, resolution and mediation skills including:
  - a. Knowledge and understanding of human behaviour;
  - b. Asking relevant questions (such as open ended questions);
  - c. Allowing time for responses;
  - d. Knowing how and when to intervene/moderate/negotiate/resolve disagreements in a non-argumentative fashion.

**COMPETENCY 4:                      Personal attributes confirm leadership skills and high regard for professionalism.**

**CRITICAL STANDARDS OF PERFORMANCE FOR COMPETENCY 4:**

**WORK PERFORMANCE  
DEPENDABILITY  
INITIATIVE  
RELATIONSHIPS  
APPEARANCE**

**Demonstrated and evidenced by:**

- a) Adaptability and flexibility including:
  - a. Readily accepting all assigned tasks;
  - b. Readily accepting new work assignments;
  - c. Adjusting to changes in policy, procedure, methods, etc.;
- b) Leadership skills including:
  - a. Taking control when appropriate or necessary;
  - b. Accepting responsibility;
  - c. Working well without supervision;

