
Community Liaison Officer (Bylaw Officer)

DEPARTMENT:	Engineering Inside - Engineering Administration	STATUS:	Temporary Full Time
NO. OF POSITIONS:	One	UNION:	CUPE, Local 387
HOURS OF WORK:	35 hours/week*	SALARY:	\$40.76 to \$48.07 per hour (2024 rates) + comprehensive benefits package

The City of New Westminster is seeking a compassionate, trauma informed, and experienced professional, to join our newly created Operations Support Team, which is tasked with supporting people in the community who are experiencing homelessness and may be living with medical, mental health or substance use issues. As a key field staff person and working closely with bylaws staff, you will connect with people who are unhoused and may be living in encampments, as well as other members of the community who may be experiencing impacts related to these issues. You will be responsible for advising on the safety of staff, the unhoused and the public, coordinating with outreach support workers, and achieving compliance with City bylaws related to this area of work. This position will be for approximately a one year term.

This is a temporary full-time position, with an end date of September, 2026.

As a Community Liaison Officer, you will:

- Conduct regular safety patrols of encampments and welfare checks of unhoused people throughout the City and respond to calls for service.
- Provide oversight, input, and direction to the Crises Response team to ensure their personal and physical safety is assured and that established safety policy, procedures and protocols are being followed during their regular duties.
- Determine the appropriate response for addressing encampments taking into consideration the safety of staff as well as the people in and around the encampments.
- Provide inspection, investigation, and enforcement of City bylaws related to and associated with encampments.
- Respond to calls for service from the community that arise from people who may be unhoused or have addiction, mental health, or other health concerns, including addressing issues and providing education.
- Liaise with community stakeholders, members of the Crises Response Team, and other City departments including bylaws, police, and fire to support unsheltered people and gain compliance with City bylaws.
- Connect with people who are unhoused and establish clear expectations, requirements and a plan and follow up in a compassionate way to achieve compliance.
- Recommend policy and procedure changes and updates related to continuous safety improvements by

remaining current with WorkSafeBC, industry best practices and environmental trends that may impact the safety and well-being of the unhoused and staff.

- Develop short-term strategies to deal with various situations, including gaining voluntary compliance.
- Coordinate with the City's outreach workers to ensure culturally appropriate, safe, and competent services are provided in a variety of environments dependent on the needs of the individual including from provincial and community-based service providers.
- Deal confidently and respectfully with volatile and unpredictable crisis situations including those in which mental health and substance use issues are factors with worker safety being the first consideration.
- Identify and develop relationships and work collaboratively with organizations and service providers, including Indigenous, that support unhoused people in the community.
- Perform safety related audits and risk assessments of City public spaces where unhoused people congregate and make recommendations for public safety and deployment of City staff using CPTED principles.
- Report on individual and program outcomes and challenges to inform progress and overall design and direction of the pilot program.

If you have many of these key competencies, we would like to hear from you:

- Ability and comfort working with vulnerable, culturally diverse, and racialized populations.
- Two years recent related experience in social work or outreach or bylaws, working with unsheltered individuals and those living with mental health and substance use issues or an equivalent combination of education, training, and work experience.
- Certificate in Community Mental Health Work or equivalent is considered an asset.
- An Indigenous background or experience or training with Indigenous culture and practices is an asset.
- Completion of Bylaw Compliance, Enforcement, and Investigation Skills Level 1, Level 2 considered an asset.
- Exceptional note taking, file management, and report writing skills.
- Physical ability to carry out the duties of the position.
- Ability to work non-standard hours.
- Occupational First Aid Level 1.
- Naloxone training.
- Must be able to successfully pass and maintain a clear Police Information Check, including a Vulnerable Sector Check.
- Class 5 Drivers' License.

Please apply with your cover letter and resume in one document at www.newwestcity.ca/employment by **July 23, 2025.**

Join a team of enthusiastic and innovative employees, and help us build a vibrant, compassionate, resilient city where everyone can thrive.

We offer our employees great work-life balance, competitive salaries, comprehensive health, benefit and retirement plans (a percentage in lieu of benefits for auxiliary positions), education and training opportunities and challenging and rewarding work.

To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land.
We are learning and building relationships with the people whose lands we are on.*

*We thank all applicants for their interest and advise that only those selected for an interview will be contacted.
This position is only open to those legally entitled to work in Canada.*