



Employment Opportunity

We are inviting applications for a
Regular Full-Time Victim Service Coordinator
Location – North Okanagan

Posting:	#2021-022
Posting date:	December 13, 2021
Hours of work:	Regular Full-time Monday-Friday 8:30am-4:30pm
Submission Deadline	Open until position is filled
Start Date	Immediately
Submit resume to:	hr@archwaysociety.ca

Archway Society for Domestic Peace provides a wide range of supportive services for survivors of domestic and sexual violence. We provide shelter, counselling, child and youth advocacy, outreach services, and collaborative community projects.

At Archway Society, our goal is to have a strong team working in a well-resourced environment that supports the development and empowerment of women, children and families in our community. Our strength comes from a collaborative environment working within a feminist framework that embodies healthy balanced teamwork.

Come join us! Create a better world, live a life with purpose, have an impact, and join a team that supports and collaborates with you. Because people matter.

Job Summary:

The Victim Services Coordinator works with the Community Programs Manager to develop, implement and oversee the provision of victim services to clients of Archway Society for Domestic Peace. The Coordinator ensures that all victims of crime are referred to the appropriate victim service program and that they are provided with navigation of the criminal justice and other relevant systems. The Coordinator supervises employees and volunteers and works closely with community partners on matters related to program delivery. The Coordinator recommends and implements program improvements, policies and procedures.

Qualifications:

Education and Knowledge, Training and Experience

- Degree in Social Services.
- Three years recent related experience, which includes supporting Victims of Crime.
- Minimum one-year supervisory experience.
- Knowledge of the impact of trauma on victims of crime, the criminal justice, health and child welfare systems.
- Knowledge of relevant legislation including *Victims of Crime Act, Child, Family, Community Services Act, Personal Information Privacy Act, Federal Privacy Act, and Infants Act.*

- An equivalent combination of relevant education, training and experience will be considered.

Skills & Abilities:

- Excellent oral, written and interpersonal communication skills.
- Demonstrated critical thinking and problem solving skills with complex cases and good professional judgement. Ability to function independently and with minimal supervision while managing multiple demands and time pressures.
- Proven intake and needs assessment skills.
- Proven supervisory skills.
- Demonstrated ability to work effectively with multi-disciplinary case management teams.
- Strong cultural competency and socially inclusive practice.
- A high level of tact, diplomacy and professionalism.
- A high level of discretion and adherence to privacy legislation and policy.
- Demonstrated ability to problem solve.
- Proficient in Microsoft Office and client databases, including knowledge of police and justice system databases.
- Excellent time and general management skills.
- Ideal characteristics for position include: articulate, personable, flexible, compassionate, tactful and detail oriented.
- Ability to function independently and frequently under pressure, in an often chaotic environment, while managing multiple demands and time pressures.
- Understanding of and demonstrated skills and ability to work from a feminist perspective.

Key Responsibilities and Duties:**A. Client Service**

1. Ensures the provision of trauma-informed direct service to victims of crime including assessment of needs, navigation of the criminal justice, health and child welfare systems, court preparation and accompaniment. Ensure victims are informed of their rights under the *Victims of Crime Act* and other relevant legislation. Advocates for service and facilitates the flow of communication between service providers and the client.
2. Completes risk assessments and supports clients to engage in personalized safety planning. Understands high risk domestic violence and the referral process to the Interagency Case Assessment Team (ICAT) as indicated by the assessed risk level.

B. Program Administration

3. Plans and develops the Archway Society victim service programming in consultation with the Programs Manager. Plans and implements direct services to clients of the programs.
4. Oversees and evaluates victim service programming. Formulates and reviews program policies and procedures, making recommendations to the Programs Manager. Implements changes based on thorough evaluation.

5. Oversees the day-to-day operation of the programs by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and program standards are met.
6. Participates in the recruitment and selection of program staff, volunteers and practicum students by performing duties such as screening applicants, participating on interview panels, and making hiring recommendations.
7. Under direction of the Programs Manager, supervises the direct service of program staff by assigning work, conducting supervision meetings, providing correction to staff as needed and conducting annual performance evaluations. Records supervision sessions. Refers disciplinary and union-related matters to the Programs Manager.
8. Monitors, authorizes and allocates expenditures within the program operating budgets and assists in the preparation of the budgets. Prepares and maintains related documentation.
9. Prepares regular evaluation reports on systemic and local issues for the Programs Manager.
10. Develops, collects and maintains program statistics, reports, documentation and client records in compliance with Society records management policy and procedures.

C. Organizational Role

11. Participates and contributes as a member of the Victim Services and Community Programs teams.
12. In partnership with the Programs Manager, ensures that health and safety is at the forefront in delivery of services.
13. Participates in professional development through workshops, in-service training, etc. as required. Develops and maintains current knowledge of the effects of crimes on victims and the justice system.
14. Communicates with Society staff regarding the victim service programming. Provides guidance to Society staff with respect to client service to victims of crime.
15. Adheres to the philosophies, policies, procedures and Code of Ethics of the Society. Represents the Society and its philosophy positively and professionally in the community.
16. Reports to the Community Programs Manager and participates in regular supervision.
17. Takes steps to maintain personal wellness by participating in clinical supervision or other remedies as required.

D. Community Role

18. Provides presentations and public awareness about victims of crime and services offered by Archway Society.
19. Builds effective relationships, liaises and consults with multi-disciplinary community partners, stakeholders and other professionals to coordinate service provision, facilitate referrals to the

programs for victims of crime.

20. Works closely with local RCMP members to ensure protocols for referrals are effective and clear, mechanisms for problem-solving are in place, and education regarding Archway Society's victim-service programs is on-going.

E. Other

21. Performs other related duties as required.

Additional Information:

- Full vaccination against COVID-19 is required, as the position will often work in federal government buildings
- This position serves as a back-up for the Victim Service Worker position and therefore may have to respond to call-outs or emergency situations during scheduled work hours and periodically to call-outs after scheduled hours.
- Screening of applicants and hiring for this position will happen in collaboration with the North Okanagan RCMP Detachment, as such, applicant personal information will be shared with the RCMP liaison.
- Candidates MUST be able to pass an Enhanced Criminal Records Check and employment with Archway Society is dependant on this.
- Membership with the BC Government and Service Employees' Union is required.
- A valid Driver's license and availability of personal vehicle for work purposes is required. This position has variable worksites and some mobile response.

To Apply:

Please submit resume with cover letter to hr@archwaysociety.ca quoting **Competition # 2021-022** in subject line.