



## Employment Opportunity

We are inviting applications for a  
***Regular Part-time Child and Youth Advocacy Centre Coordinator***  
***Oak Child and Youth Advocacy Centre***

<b>Posting:</b>	#2022-010
<b>Posting date:</b>	May 31, 2022
<b>Hours:</b>	28 hours/week; Flexible to program needs, usually Monday – Friday 8:30 – 4:30pm
<b>Start date:</b>	As soon as possible
<b>Grid level:</b>	14
<b>Classification:</b>	Program Coordinator 2
<b>Submission deadline:</b>	Open until filled
<b>Submit resume to:</b>	<a href="mailto:Hr@archwaysociety.ca">Hr@archwaysociety.ca</a>

*We are leaders in empowering women, children, and families to live with dignity and respect, free from domestic and sexual violence.*

At Archway Society for Domestic Peace we are committed to the development and empowerment of women, children and families in our community. We are a purpose-driven organization with a shared sense of belonging, working collaboratively within a feminist framework to create a safe space that respects and supports the traditions, rights, choices and voices of all staff.

We offer competitive wages, a generous benefits package that includes employer-paid extended health and dental benefits, pension plan, a flexible work schedule and a supportive team environment where we foster respect, trust connection and collaboration.

Come join us! Create a better world, do purposeful work, have an impact and join a team that supports you and allows you to flourish.

### **Job Summary:**

Oversees the day-to-day operations for the Child and Youth Advocacy Centre. The Centre Coordinator provides planning, coordination, evaluation and administration and provides direction and support to volunteers and students to ensure that clients' needs are met. Ensures that program standards, guidelines and policies of the organization are maintained. Coordinates community awareness raising and social media activities.

Ensures that the operations of the Child and Youth Advocacy Centre are run in a professional and efficient manner, with attention to confidentiality, and in compliance with the organization's policies and philosophy. The Centre Coordinator is responsible for promoting a team atmosphere within a multi-disciplinary team and guiding case management.

## Qualifications:

### Education and Knowledge, Training and Experience

- Diploma in a related human/social service or administrative field.
- 3 years recent related experience including 2 years supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

### Skills and Abilities

- Excellent interpersonal and organizational skills
- Willingness and ability to give presentations to groups
- Excellent written and verbal communication
- Strong computer ability, including knowledge of Microsoft Office Programs, including Power Point. Proficient in website maintenance and social media content management.
- Knowledge of issues around violence against children and domestic violence
- Ability to relationship-build and work closely with community partners
- Diplomacy and tact; commitment to social justice
- Ability to chair and organize meetings and produce related documents

### Key Responsibilities and Duties:

#### A. Client Service

1. Provides individual support to clients as a back-up to the Child and Youth Victim Service Coordinators, providing advocacy, accompaniment and referrals to community services as required.
2. Oversees case management plans for clients involved in the Case Management Team process.
3. Interviews clients and caregivers as part of the program evaluation process.
4. Provides emergency response support where needed.
5. Develops and maintains positive, therapeutic relationships with clients.

#### B. Program Administration

6. Assists the Programs Manager with the planning and development of the program. Ensures that the work plan is being implemented and that funder expectations are being met.
7. Formulates program policies and procedures and evaluates the program in consultation with the Programs Manager.
8. Responsible for the planning, development, timelines and completion of projects for the CYAC program. Ensures that project duties are carried out in an efficient and accurate manner.
9. Provides orientation and guidance to multi-disciplinary team partners on Oak Centre facilities and protocols.
10. Oversees the day-to-day operation of the Child and Youth Advocacy Centre by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to and program standards are met.
11. Maintains responsibility for scheduling of Child and Youth Advocacy Centre volunteers.
12. Monitors and authorizes expenditures within the existing budget allowance and maintains financial records in accordance with established procedures. Makes budget recommendations.
13. Prepares and edits forms and templates for the Child and Youth Advocacy Centre. Assists with the production and renewal of the Oak Centre Partnership Agreement and other partnership

- documents.
14. Maintains the Oak Centre website, adding and removing content as required. Maintains the Oak Centre social media platforms, developing and managing campaigns and regular communications.
  15. Oversees the use and functionality of the client database program. Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent documentation is complete and in accordance with Records Management Guidelines.
  16. Writes grant proposals and prepares reports to funders.
  17. Ensures program statistics and reports are completed and accurate. Ensures statistics and reports are submitted as required by the funder and the Society.
  18. Works with Centre staff to collect program evaluation data and prepare databases for external evaluator.
  19. Organizes workshops for the multi-disciplinary team, liaising with facilitators, coordinating registration and evaluation.
  20. Prepares and submits reports as required by the Programs Manager
  21. Assists the Program Manager by scheduling, preparing agendas for and attending the Oak Centre Leadership meeting. Produces meeting notes and tracks action items.
  22. Produces bi-monthly newsletter for partner agencies and stakeholders.
  - ~~23.~~ Develops and maintains relevant resources for clients and colleagues.

**C. Leadership**

24. Responsible for coordinating case reviews with multi-disciplinary team members (ie: RCMP, MCFD, CYAC staff, medical personnel, victim services workers, counsellors and others). Leads the team to formulate an action plan and tracks the implementation of that plan. Works to engage these external agencies and work through conflict resolution as needed. Escalates issues with external partners through existing protocols. Keeps case management records.
25. 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. Orients new staff, volunteers and practicum students to the Child and Youth Advocacy Centre, determines the need for and provides training to new recruits. Provides on-going support.
26. Provides guidance with respect to case management, staffing and emergency responses.
27. May respond to emergencies at the Child and Youth Advocacy Centre facilities in-person or provide approval to call in additional staff or volunteers.

**D. Organizational Role**

28. Participates and contributes as a member of the Child and Youth Advocacy Centre staff team and the Community Programs team.
29. Ensures that program activities adhere to the philosophies, policies, procedures and Code of Ethics of the Society.
30. Participates in regular meetings with the Programs Manager to discuss client service and program administration topics, including program policies and procedures in order to ensure consistency and efficiency.
31. Accounts to the Programs Manager and participates in supervision meetings.
32. Participates in professional development through workshops, in-service training, etc. as required or directed.

**E. Community Role**

33. Acts as the Coordinator for the Child and Youth Advocacy Centre Case Management Team. Brings

together multi-disciplinary partners to participate in case management for individual cases, inviting partners that are involved in that particular case. Prepares the agenda, chairs and takes minutes for the meeting ensuring that the best interests of the child is the utmost consideration for case planning. Keeps case management records in accordance with records management procedures.

34. Develops and maintains positive relationships with individuals and agencies through exercising diplomacy and tact. Resolves conflicts with internal and external colleagues in a professional manner and in accordance with the Child and Youth Advocacy Centre's conflict resolution agreement.
35. Represents the Society and the Child and Youth Advocacy Centre positively and professionally in the community.
36. Prepares requests for community support and letters to thank donors as requested by the Programs Director.
37. Promotes public awareness of and support for the Child and Youth Advocacy Centre by producing educational and promotional materials and attending community events.

**F. Other**

38. Performs other related duties as required.

**Additional Information:**

- This position requires the ability to function independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations.
- This position requires the ability to build and maintain strong relationships with community partners while eliciting the best possible service for Centre clients. Incumbent must be able to negotiate these relationships in times of disagreement of what services should be offered a client.
- Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position.
- This position requires the incumbent to exhibit a very high level of motivation towards the position and thereby be a good role model to other employees.
- This position may require working outside of regular office hours, such as evenings and weekends, depending on the needs of the program.
- All employees must pass a criminal records check and sign a confidentiality agreement to the organization.
- This position requires a valid Class 5 driver's license and an appropriately insured vehicle in good running order present at work.
  - Archway Society has an Accredited Facility Dog in the Community Programs and the canine may be present in meetings attended by the person in this position.
  - Membership with the BC Government and Service Employees' Union is required.

**To Apply:**

Please submit resume with cover letter to [hr@archwaysociety.ca](mailto:hr@archwaysociety.ca) quoting **Competition # 2022-010** in subject line.

While we appreciate all applications, only candidates selected for an interview will be contacted.