



## Employment Opportunity

### Supervisor of Client Services

#### Victim Services of Stormont, Dundas, Glengarry and Akwesasne

##### Background

Victim Services of S.D.G. & A. is a non-profit organization dedicated to providing assistance to individuals who have been victimized as a result of a crime or tragic circumstance. Our agency works in partnership with police as well as emergency responders and other community-based services to ensure victims receive the help they need to assist them in the development of their personal path to wellness.

Reporting to the Executive Director, the Supervisor of Client Services is responsible for the recruitment, scheduling, coordinating and management/oversight of Victim Services of S.D.G. & A volunteers to ensure the effective and efficient operation and management of a 24/7 crisis response service to victims of crime and tragedy. The Supervisor of Client Services provides oversight and supervision to the Team Leaders who provide direct support for the Agency's After Hours program. The Supervisor of Client Services is responsible for supervising, coaching and case assignment among the Service Specialist Co-Leads and the Family Court Support Worker and will be their primary support for case consultation. The Supervisor of Client Services carries a caseload and conducts follow-ups with victims and their families and provides supportive and/or practical assistance as required as well as makes referrals to appropriate community agencies.

This is a full-time bilingual position at 35 hours per week with flexible work hours which will include some evenings, weekends and on-call hours.

##### Duties and Responsibilities

###### Client and Service Delivery and Supervision

- Provides coaching and supervision to the After Hours Team Leaders and covering staff and ensures coverage for the After Hours program
- Provides daily support, coaching and supervision to the Team Leaders, Service Specialist Co-Leads and the Family Court Support Worker including case consultations and debriefing as and when required;
- Ensures on scene assistance to volunteers, Team Leaders and staff in difficult or large-scale emergency situations by personally attending the scene as needed;
- Provides on-call and back up on-call support from time to time; assumes Team Leader responsibilities during weekday office hours and weekend/weeknights as needed; carries cell phone as required;
- Provides client case management which will include follow-up with victims and their families and the provision of supportive and/or practical assistance as required as well as referrals to appropriate community agencies;
- Meets with victims who qualify for the Victim Quick Response Program and assists in completing the VQRP referral form;
- Sends requesting officers follow-up/feedback reports;
- Assists in covering for the Family Court Support Worker and Service Specialist Co-Leads during absences.

###### Program/Volunteer Management

- Leads, coordinates and manages all volunteer related activities such as recruitment, screening, training, onboarding, scheduling etc.;

- Organizes, develops and facilitates in-class Volunteer Crisis Responder training following the completion of on-line training in accordance with Ministry and Agency standards;
- Develops schedules for front line volunteers; maintains monthly volunteer log of hours; keeps phone/ mailing lists up-to-date;
- Maintains 24-hour volunteer schedule; finds replacements when scheduled volunteers are unavailable;
- Provides debriefing opportunities for volunteers following supports and interventions provided;
- Completes regular performance reviews (probationary and annual) with Team Leaders, Volunteer Responders, Service Specialist Co-Leads and Family Court Support Worker;
- Ensures Volunteer Policies and Procedures are followed and updated;
- Provides leadership and support to volunteer committees as assigned by the Executive Director (i.e. special events, fundraising committee, etc.);
- Assists with fundraising activities and corporate sponsorship programs as required; and
- Supervises and orientates any school/government placements involved in program/office-based duties.

### Community Involvement and Outreach

- Assists the Executive Director in providing ongoing training to police, emergency services as well as agencies/organizations;
- Attends agency and community events on behalf of the agency and is responsible for the delivery and coordination of public education initiatives and presentations about agency programs and services to community partners and groups; and
- Travels to the counties and to Akwesasne and Prescott Russell (for Family Court Support Program) for service delivery and/or to liaise with appropriate community partners.

### Administrative/Office Management

- Ensures policies and procedures affecting Team Leaders, volunteers and After Hours Program are developed, updated and followed;
- Ensures that statistical information is collected and documented;
- Maintains and updates resource directory and folder in data and ensures the most current relevant resources are available on the website portal; ensures resource materials and service provider pamphlets are available;
- Assists in updating/maintaining website; update volunteer log-in information and forms as needed; and
- Other duties as assigned by the Executive Director.

### **The Ideal Candidate Would Possess:**

- Degree or Diploma in human services field;
- A minimum of three years experience in a supervisory/management role in human services field;
- Demonstrated experience in human services and providing support to victims as a crisis intervention worker or equivalent;
- Bilingual (written, spoken) in both English and French;
- Provides a favourable Vulnerable Sector Criminal Reference Check;
- Possesses a valid Driver's License and access to a reliable vehicle for work purposes;
- Energetic individual who possesses the ability to deal with high stress and crisis incidents in a calm and soothing manner;
- Demonstrated clinical experience providing support to individuals impacted by traumatic events;
- Solid work ethic and demonstrated ability to be diplomatic and professional;
- Conducts themselves in a way that is non-judgmental, non-oppressive, inclusive and respectful;
- Thorough knowledge of volunteer management and volunteer management experience;
- Sound knowledge of the criminal and family law justice system and awareness around victimization issues;

- Ability to present information to large and small groups in accordance with the principles of adult education in both official languages;
- Strong interpersonal skills and ability to maintain exceptional working relationships with police services, volunteers, staff and a broad range of social service providers;
- Ability to maintain strict confidentiality around all issues regarding calls for service to victims, information shared in volunteer training/debriefing and information about the organizations, volunteers and staff members;
- Excellent organizational skills and ability to multi-task and set priorities;
- Excellent oral and written communication skills;
- Conscientious in completing all necessary documentation, with close attention to detail;
- High level of commitment and energy; and
- Excellent computer knowledge (Word, Excel, Outlook, Power Point); ability to design/work with spreadsheets

**Annual Full Time Salary Range Based on Experience and Qualifications: \$48,230 - \$51,000**

Please forward your letter of interest and resume no later than **4:30 p.m. Monday, January 30, 2023** to:

Mary Lynn Burns, Executive Assistant/Office Manager

Email: [mburns@vsv-sdga.ca](mailto:mburns@vsv-sdga.ca)

117 First Street East, Cornwall, ON K6H 1K8

***We thank all applicants but only those selected for an interview will be contacted.***