Employment Opportunity
Supervisor of Client Services
Victim Services of Stormont, Dundas, Glengarry and Akwesasne

Stormont • Dundas
Glengarry • Akwesasne

Background

Victim Services of S.D.G. & A. is a non-profit organization dedicated to supporting individuals of all ages who have been impacted by crime or tragic circumstances. The agency also delivers prevention services and public education on victimization and related social issues. Collaborating with police, emergency responders, justice partners and community agencies, we support individuals in their path to wellness.

Reporting to the Executive Director, the Supervisor of Client Services is responsible for providing leadership, direction and operational oversight to assigned agency programs and staff to ensure the delivery of high-quality, trauma-informed services. The position also provides these areas of support to an established community organization. This Supervisor requires a balance of clinical oversight, staff supervision and program management, including supporting complex client situations, ensuring compliance with organizational and Ministry requirements, and contributing to continuous service improvement. The Supervisor plays a key role in fostering a collaborative team environment, maintaining strong community partnerships, and ensuring timely, responsive, trauma- informed and client-centered services across all programs.

This is a full-time position (35 hours per week) with flexible work hours, including evenings, weekends and on-call responsibilities.

Duties and Responsibilities

Client, Team and Service Delivery Supervision

- Provide supervision, coaching, mentoring and performance management to assigned staff, including regular supervision meetings, debriefing and performance evaluations
- Offer case consultation and guidance to staff managing complex, high-risk or sensitive client situations
- Provide direct client support and intervention as required in complex or escalated circumstances
- Participate in on-call rotation and provide back-up support for the Urgent Response/After Hours Program, including on-scene response as required
- Ensure staff are supported in delivering timely, trauma-informed and client-centered services
- Maintain a respectful, inclusive and collaborative team environment and model professional conduct
- Collaborate with Leadership Team members to support coordinated service delivery and daily operations across all programs

Program and Service Oversight

- Oversee day-to-day operations and service delivery within assigned programs to ensure quality, consistency and responsiveness
- Coordinate and maintain 24-hour staff coverage for the Urgent Response/After Hours Program
- Ensure appropriate response, documentation and follow-up related to crisis calls and service requests
- Provides oversight and supervision to the Team members of assigned programs, to ensure compliance with policies, procedures, administrative functions and directives
- Oversee case management practices, including follow-ups, referrals and coordination with community partners
- Support staff debriefing and wellness following critical incidents

Community Involvement and Outreach and Education

- Attends agency and community events on behalf of the agency and shares responsibility for the delivery and coordination of public education initiatives
- Deliver and coordinate public education sessions, presentations and training for community partners, including police and emergency services
- Respond to inquiries from community members, agencies and the public regarding programs and services
- Supports the development of and maintenance of strong relationships with community partners to support coordinated service delivery
- Travel throughout S.D.G. & A., Akwesasne and Prescott-Russell (Family Court Support Program) and within the province of Ontario as required

Program Evaluation

- Participate in program evaluation activities, including data collection and continuous improvement initiatives
- Analyze and incorporate evaluation findings to enhance program effectiveness and service delivery
- Serve as the first point of contact for client complaints or public feedback, responding promptly and escalating concerns to the Executive Director as required
- Contribute to team meetings focused on improving service delivery, team effectiveness and a positive environment

Administrative Tasks

- Ensure policies and procedures are followed and updated as required for staff, volunteers and programs
- Oversee the collection and reporting of program statistics and provide required reports to the Executive Director
- Contribute to maintaining and updating resource materials, directories and service information for staff and the public
- Support administrative and operational functions as needed to ensure effective program delivery

The Ideal Candidate Would:

- Have a degree or diploma in a relevant human services field
- Possess a minimum of three (3) years of supervisory or management experience in a fast-paced human services environment
- Have demonstrated experience supporting individuals impacted by trauma, including crisis intervention
- Demonstrate strong leadership skills, with the ability to coach, support and manage staff in high-pressure environments
- Possess strong knowledge of the criminal and family justice systems and issues related to victimization
- Have excellent interpersonal, communication and presentation skills (verbal and written), including facilitating training and group sessions
- Demonstrate professionalism, sound judgment and commitment to equity, inclusion and anti-oppressive practice
- Possess the ability to build and maintain strong working relationships with staff, volunteers, police and community partners
- Have strong organizational, time-management and prioritization skills in a dynamic environment
- Maintain strict confidentiality and adhere to all agency policies and procedures
- Possess strong computer skills (Microsoft Office Suite) and experience with data management systems
- Be bilingual in English and French (spoken and written)
- Provide a satisfactory Vulnerable Sector Check
- Hold a valid Driver's License and have access to a reliable vehicle

Salary Range Based on Experience and Qualifications: $62,135 - $67,886

Please forward your **cover letter and resume** no later than **4:00 p.m. on November 6, 2026** to:
Kathryn McDonald, Executive Assistant/Office Manager
Email: kmcdonald@vsv-sdga.ca
132 Second Street East, Unit 104, Cornwall, ON K6H 1Y4

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

Victim Services SDG&A is an equal opportunity employer and is committed to having a workforce that reflects the diversity of the communities we serve. We encourage applications from members of equity-deserving groups, including but not limited to Indigenous peoples, racialized persons, persons with disabilities, 2SLGBTQIA+ individuals, and those with diverse lived experiences. Accommodation is available throughout the recruitment process upon request.