

### **Job Description**

#### **Program Lead, Police Based Victim Services, Together Against Violence Team 28- 35 hours per week, \$21.19 – \$23.71 per hour**

#### **Summary:**

The Program Lead is responsible for the daily operations of the Police-based Victim Services Unit on the Sunshine Coast. This is specialized work providing direct support services to crime and trauma victims, witnesses and their families. The Lead also provides front-line services for clients including crisis intervention, emotional support, information and referrals. The Program Lead brings a strength-based and feminist approach to excellence in service delivery and liaises with the Sunshine Coast RCMP Operations NCO, and the Together Against Violence Program Manager of the Sunshine Coast Community Services Society.

#### **Key Duties and Responsibilities:**

##### **Lead Responsibly**

- Leads the delivery of services to victims and witnesses of crimes and other police-related tragedies on the Sunshine Coast covering the geographical area from Port Mellon to Egmont.
- Provides program administration including reports, record keeping, maintenance of client files using the Victim Services Information System (VSIS).
- Maintains an on-call Crisis Support Worker program including recruiting, interviewing, selecting, hiring, training, scheduling and supervising all Crisis Support Workers.
- Prepares monthly, annual and other statistical reports as required from various sources such as the SCCSS, the RCMP, Victim Services Division, E-Division.
- Monitors and provides input into the program's budget and liaises with the Program Manager on funding issues.
- Submits applications for municipal and other grants when appropriate and attends any related meetings to provide updates or present applications.
- Attends meetings within SCCSS as well as interagency meetings relevant to the role of Victim Services
- Liaises with other community agencies to coordinate services to victims.
- Keeps updated and knowledgeable on legislation (e.g. VOCA, CVBR), programs and information necessary to work with victims or witnesses of crime.
- Participates in Victim Services Division training, Police Victim Services of BC regional meetings and annual symposiums, and other provincial and federal initiatives, as time permits.
- Provides informative presentations to the community on victim services and crime prevention related topics.
- Anticipates, evaluates and develops services as needed in a growing and changing community and translates these issues to SCCSS and municipal groups.
- Develops and updates Victim Services Unit forms and written handouts for clients.
- Implements standardized training for new staff and updates training materials for their reference.
- Communicates with the RCMP Victim Services Liaison Officer on a regular basis and consults with them on any operational or service delivery issues causing concern.
- Informs Dispatch of victim service workers' contact numbers and availability for emergency calls 24/7, either by phone, or by monthly schedule.
- Monitors daily occurrence log on PRIME for police referrals and obtain client consent from police

- Follows and revises policies and protocols between the Community-based Victim Services and Police-based Victim Services and meet on a regular basis.
- Provides victim services orientation to new police members.

### **Front-line Duties**

- Provides crisis intervention services at the scene of police call-outs, such as crimes, serious accidents, sudden deaths and next-of-kin notifications including providing emergency transportation and ongoing support as needed.
- Follows up on requests for assistance from clients or police members offering emotional support, debriefing, referrals to resources and other practical assistance such as assisting with various forms such as *Crime Victim Assistance Program* applications and *Victim Impact Statements*.
- Liaises on a regular basis with RCMP officers regarding client files.
- Keeps clients informed of the status of their investigation or refers to police members for further clarification.
- Establishes and maintains client files, documenting all interactions and services provided and follows all confidentiality requirements.
- Meets clients in person at their homes, hospital or at the detachment in order to provide support.
- Provides court support to victims/witnesses of crime, including updates on court appearances, court orientation and accompaniment, and explanation of the criminal justice system.
- Support the mission, vision and values of SCCSS including participating in organizational wide initiatives as interested or asked.
- Collaborates with the Program Manager to develop and establish standards and accountability mechanisms including logic models, monitoring frameworks and evaluation processes including the completion of program(s) reports, stat collection maintenance of relevant documents.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual financial and other compliance requirements.
- Stays current with SCCSS programs and services.
- Assists with other duties as required, from time to time, aiding with the efficient operation of the organization.

### **Qualifications and skills required:**

- B.A. in Social Work, Psychology, or other appropriate social science degree with 2years of experience in the victim services field with experience providing crisis intervention and emotional support.
- Extensive knowledge of the Criminal Justice System and Victims' Rights Legislation
- Ability to obtain and maintain an RCMP Enhanced Security Clearance.
- Strong written and verbal communication skills including report writing ability.
- Computer skills in Microsoft Word, JUSTIN, Ross GroupWise, PRIME, VSIS and OPRA are an asset
- A valid BC driver's license with a good driving record with access to a vehicle in good working order to attend calls across the Coast.
- Training and supervision of staff or volunteers an asset.
- Must be able to work a variety of shifts to cover the 24-hour demands of the Unit with ability to respond to emergency call-outs by police after hours either by phone or in person when appropriate.
- Demonstrated ability to work independently and demonstrate sound judgement and skill when dealing with on-scene critical incidents.
- Demonstrated cultural competency.
- Excellent communication skills, especially with traumatized individuals in crisis situations.
- Skilled in dealing professionally with outside agencies and police members.

- Demonstrated ability in documenting client contacts and maintaining related files while adhering to confidentiality standards.
- Knowledge of police procedures and RCMP E-Division policy on victim services and community resources for victims.
- History of good working relationships in a team oriented environment.
- Experience applying a feminist analysis of gender violence as it affects children, women and trans folks.
- Experience working effectively and in a non-judgmental manner with clients from different cultures, ethnicity, and socio-economic backgrounds.
- Solid understanding of the systemic issues that need to be addressed in order to decrease violence against women and children.
- A trauma-informed practice approach.
- Good understanding of and experience working with adults living with mental illness, family systems and culturally competent practices.
- Knowledge of Universal Safety Precautions.
- Experience working in the non-profit sector.
- Knowledge of the dynamics of violence against marginalized individuals.
- Knowledge of the impacts of colonization, including Residential Schools, on Indigenous people.
- Proven ability to work collaboratively across programs and with community partners.
- Master multi-tasker able to identify and act on priorities.
- Strong knowledge of SCCSS programs and services.

#### **Working Conditions**

- This position works in a variety of locations included family residents, community settings and a typical office environment with time spent at various locations (indoors and outdoors) for call outs to events attended by first responders.
- This position may work alone, one-to-one with families or individuals, with little to no supervision.

#### **Physical Requirements**

- Sitting for extended periods of time and computer use.
- Lifting and moving of general office supplies and other related supplies/equipment.

#### **Organizational Relationships**

This position reports to the Manager of the Together Against Violence Team