



Muskoka Victim Services

Office: 29 Manitoba Street, Suite 2, Bracebridge, ON

1-844-762-9945

Mail: P.O. Box 592, Bracebridge, ON P1L 1T8

Web: www.muskokavs.ca

Job Posting

Position Title: Client Services Coordinator
Application Deadline: Friday March 2, 2018 at 4:30pm
Send Application by email to: mvs@muskokavs.ca

Position Summary:

The Client Services Coordinator is responsible to support the needs of victims of crime and tragic circumstance. Provide a full range of trauma-informed, victim-centered and culturally competent supportive services, including crisis intervention, needs assessment, risk assessment, vulnerability screening, case coordination, information sharing, emotional support and referrals to other community services in accordance with agency policies and procedures, by-laws, Ministry contracts, and program applications. This position is also responsible to manage the Victim Quick Response Program and assist the Program Coordinator in managing the Victim Services Volunteer Team, as needed. As part of the staff team, lead status will be given to certain initiatives as determined by the Executive Director.

Duties and Responsibilities:

Client Services:

- Provide information/support/assistance to clients in accordance with Agency policy and legislative requirements governing Victims Services.
- In compliment to Volunteer Crisis Response Team, provide on-scene crisis intervention in the immediate aftermath of a crime or tragic circumstance.
- Advocate for and empower clients to ensure their needs are met.
- Manage, delegate/assign and assume case management.
- Develop strategies and personalized service plans to support clients to meet their needs inclusive of risk and needs assessments, vulnerability screening, safety planning and follow-up processes.
- Collaborate with the police and other service providers to allow for a coordinated, community-specific response.
- Assist clients with applications to programs, including Victim Quick Response Program (VQRP), and Criminal Injuries Compensation Board.
- Coordinate service providers for emergency home repair, travel and/or accommodation in accordance with VQRP standards.
- Provide culturally competent and inclusive services that reflect the agency's vision, mission and goals.

Program Management:

- Maintain confidential client files in accordance with prescribed standards.
- Document service provision and communication to victims.
- Maintain databases in accordance with VQRP Management and VCAO standards.
- Initiate and maintain a positive, productive working relationship with referring services and assist with the development of protocols with community agencies and police services.
- Recommend and support with the development of MVS policies, procedures and protocols.
- Report and communicate regularly on the program needs to the Executive Director.
- Provide value added information and active participation at regular meetings with staff, the Board and Committees.
- Maintain filing and an organized office environment.
- Assist the Program Coordinator, as needed, to schedule Volunteer Crisis Responders and Volunteer Team Leaders to ensure full coverage of the on-call calendar.
- Assist the Program Coordinator, as needed, with training of Volunteer Crisis Responders and Volunteer Team Leaders.
- Assist and assume on call responsibilities.
- Maintain confidentiality.

Muskoka Victim Services provides support to those who have experienced trauma resulting from crime or tragic events. Immediate, on-scene assistance is available 24 hours a day, 365 days a year throughout the entire District of Muskoka.



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Communications and Networking:

- Develop and maintain collaborative and mutually beneficial relationships with community partners, referring and supporting agencies.
- Liaison with Police Services and Community Partners for all program goals/strategies, concerns and potential program partnerships.
- Participate on appropriate community committees/associations and attend relevant conferences to promote MVS by providing community presentations re: education/awareness as required.
- Promote and increase community awareness of MVS in public displays, presentations, communications and social media to community groups, social service agencies and police.
- Assist in maintaining social media outlets for up to date communication on all aspects of Victim Services internally and externally.
- Field inquiries, in all forms, from the public and other stakeholders.

Qualifications:

- Post Secondary education preferred in a relevant human services field, e.g., social work, criminology, victimology, psychology, social services, or an equivalent combination of experience and education. Critical Incident Stress Management (CISM) training is an asset.

Skills, Knowledge and Experience:

- Passion, idealism, integrity, positive attitude, mission-driven, and self-directed;
- Demonstrated understanding of victim issues, judicial processes and community resources;
- Case Management experience;
- Excellent interpersonal and communication skills, both oral and written;
- Proven leadership, coaching and relationship management;
- Demonstrated decision making and problem solving;
- Strong organizational skills;
- Strong computer skills and efficiency in all Microsoft programs;
- Social services background with experience in crisis response;
- A valid Ontario (G) Driver's License and use of a personal vehicle, current Police Records Check & Vulnerable Position Screening.

Work Environment/Physical Demands: The following are the physical and mental demands which are representative of those that must be met by an employee to successfully perform the essential functions of this job:

- The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the work day. On-scene response to victims may involve standing or sitting for long periods of time.
- The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 25 pounds.
- Contact with the public may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.
- Occasional exposure of unknown duration to weather, smoke, unpleasant hygienic situations, high noise levels, and near moving traffic.
- The incumbent is exposed to vicarious trauma that results from empathetic engagement with recently traumatized clients.
- This position requires a flexible schedule; working days, evenings and weekends as required to meet the needs of the program.
- The incumbent is required to travel throughout the District of Muskoka on a regular basis.

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