



Victim Services of Sarnia Lambton
555 Christina Street North, Sarnia, ON N7T 7X6
519.344.8861 ext.5238
www.victimservices.on.ca

Victim Services of Sarnia-Lambton is a non-profit charitable organization working in cooperation with community partners to assist victims of crime and tragic circumstance. Victim Services provides immediate emotional and practical support to all victims. Victim Services is a crisis service that is available 24 hours a day, seven days a week.

We are seeking a **Contract full-time Client Services Coordinator** to provide trauma-informed victim-centered supportive services, including, but not limited to needs assessments, crisis intervention, case coordination, and referrals. The Coordinator will also support volunteers in the delivery of victim services in accordance with the Ministry of Attorney General's Victim Crisis Assistance Ontario Standards. Victim Services is supported by volunteers throughout Lambton County who deliver services to victims of crime and tragic circumstance.

We are searching for a flexible, dedicated, compassionate, and energetic individual to join our team! This position provides additional coverage and supports current team members.

Position: Client Services Coordinator, full-time temporary contract
Requiring 37.5 hours a week, days and times to be determined

Employment Term: 7 month temporary contract (to end March 31st, 2021)

Reports to: Executive Director

Compensation: \$19.00-\$22.00/hour

Education: Post-Secondary education in Social Sciences (Social Work, Sociology, Psychology) or equivalent. Registered Social Service Workers and Social Workers, preferred.

Key Responsibilities:

- Provide direct service support to crisis calls that come into the office and on-site referrals
- Provide direct service through on-call and back-up on-call support.
- Provides follow up services and support with victims to ensure their needs have been met
- Ensure on-scene assistance to volunteers in the role of staff
- Provides general reception duties and administrative support within the Agency
- Promotion in public displays, presentations to community groups, social service agencies and police through effective use of various forms of communication
- Maintain cooperative working relationships with police services, hospitals, emergency responders, and indigenous partners
- The Coordinator must be able to operate from all five locations within Lambton County: Sarnia, Grand Bend, Corunna, Forest, and Petrolia.

Required Qualifications:

- Social services background with experience in crisis intervention and trauma informed practice (min. 2 years).
- Proven ability and knowledge of recruitment and advertising techniques
- Strong competency in both written and oral communication is required to develop, maintain and accurately record complex confidential relationships.
- Understanding of victims' issues, the justice system, and the not-for-profit sector.
- Knowledge of different social service organizations and indigenous organizations in the Sarnia-Lambton area and how to access these community resources.
- Proven ability to use computer software and database tools to meet the needs of the role.
- A valid Ontario's driver's license, insurance, and a reliable vehicle is required to fulfill the requirements of this position.
- Successful completion of a detailed criminal background check.
- Committed to an Anti-racist and Anti-oppressive practice
- Bilingual in French or another language is an asset

Mental Stress

There is frequent noticeable pressure from simultaneous priorities. Unpleasant contacts or concerns over unpleasant situations are frequent. Moderate disruption of family/social life. This position exposes the incumbent to vicarious trauma that results from empathetic engagement with recently traumatized clients.

Working Conditions

Flexible shifts/hours Monday-Sunday including, but not limited to, statutory holidays with evening, weekend, and on-call shifts related to client and organizational needs for crisis support. The hours of work including days off and work area may be subject to change consistent with operational requirements.

Physical Effort

Most of the time is spent sitting or standing in the same location with liberal opportunity to move about. On-scene response to victims may involve standing or sitting for long periods of time. Occasionally required to stoop or lift light articles up to 10 lbs. in weight.

To apply for this position:

- Send your resume and cover letter in one document to Kristen Carter, Executive Director, at ed@victimservices.on.ca
- Deadline by August 7, 2020, 5:00 pm or until a successful candidate has been found
- Please note the selection process may include assessments and/or testing in addition to interviews, references, and security clearance requirement.
- We thank you for your interest but only candidates being offered an interview will be contacted. No phone calls please.

We encourage applications from individuals who reflect the diversity of the community we service including, but not limited to: survivors of crime or tragic circumstance, people of colour, aboriginal people, LGBT2Q+ individuals, people with disabilities, and people who represent the range of socio-economic realities in our community.