



Victim Services of Sarnia Lambton
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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 currently seeking multiple relief staff who are available to work a variety of shifts sometimes with short notice to provide our crisis service.

Position: Crisis Intervention Specialist (Casual/On-Call)

Job Type: Casual/On-Call

Number of Positions Open: One

Start Date: ASAP

Travel Required Throughout Lambton County

Reports to: Executive Director

Shifts: Hours will vary as per the schedule; rotating shifts including nights, weekends, and holidays in a 24/7 program

Education Requirements: Post-Secondary education in Social Sciences or equivalent.

We are seeking an after-hours **Casual/On-Call Crisis Intervention Specialist** to provide trauma-informed victim-centered supportive services, including, but not limited to needs assessments, crisis intervention, and referrals. The Specialist will also assist in supporting volunteers in the delivery of victim services in accordance with the Ministry of Attorney General's Victim Crisis Assistance Ontario Standards.

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

Key Responsibilities:

- Provide direct service support to crisis calls over the phone or on-site
- Conduct needs assessments and assess risk and safety to help determine service needs or make appropriate referrals
- Provides general reception duties and administrative support within the Agency
- Maintain cooperative working relationships with police services, hospitals, emergency responders, and indigenous partners
- Assist victims with applications to programs, such as the Victim Quick Response Program
- When needed, the Specialist will assist in the supervision and support of volunteers in the delivery of victim services

Required Qualifications:

- Experience in crisis intervention and trauma informed practice
- 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
- A valid Ontario's driver's license, insurance, and access to a reliable vehicle
- Successful candidates must have a Police Vulnerable Sector Check completed, to avoid delays in beginning a position; applicants are encouraged to apply for one as soon as possible.
- 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. Delivery of services could be independently or with a volunteer crisis responder.

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. Casual staff must commit to working a minimum of three shifts per month and keep availability information updated with the Director for unscheduled shifts.

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 Executive Director, Kristen Carter at ed@victimservices.on.ca
- 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 limited to: survivors of crime or tragic circumstance, people of colour, indigenous people, LGBT2Q+ individuals, people with disabilities, and people who represent the range of socio-economic realities in our community.