

## VICTIM SERVICES OF SARNIA-LAMBTON INC. STAFF JOB DESCRIPTION

<b>POSITION:</b>	<b>Community Navigator</b>
<b>REPORTS TO:</b>	Executive Director
<b>SALARY:</b>	Part-Time, 15 hours per week, \$23/hour, 1 year Contract

### POSITION SUMMARY

To support the needs of victims of suicide and provide a full range of trauma-informed supportive services, including, but not limited to, needs assessment, crisis intervention, case coordination, information sharing, emotional support and referrals to other community services.

### ESSENTIAL FUNCTIONS

#### Essential Function # 1: Client Services, Community Navigation and Reporting

Under the direction of, and in co-operation with, the Executive Director:

- Provide emotional support and crisis intervention
- Provide information/support/assistance to clients
- Provide follow-up support on a schedule associated with significant anniversaries, such as one week, one month, 3 months, 6 months, 1 year, or additionally as needed, and following group debrief or crisis response intervention
- Manage/coordinate assigned high volume of cases
- Assist victims with applications to programs such as the Victim Quick Response Program
- Provide referrals to services for further support as appropriate, linking victims as needed
- Liaise with other professionals and advocate on behalf of clients as needed
- Maintain confidential client files in accordance with prescribed standards
- Compile relevant information for statistical reports
- Work with clients from diverse backgrounds
- Field inquiries, in all forms, from the public and other stakeholders
- Acquire and apply knowledge of Complicated Grief Support, Suicide Prevention and Awareness
- Contribute to updating the shared Directory of medical, legal and social services that are available in an assigned area for reference by volunteers, staff and community
- Support the needs of Victim Services of Sarnia-Lambton Inc. as required and requested of this role

(Percentage of time = 80%)

#### Essential Function # 2: Outreach and Communications

- Develop and maintain close networking relations with referring and supporting agencies
- Activating the post-vention teams. Make initial calls for postvention response (St. Clair Child & Youth, CMHA, Family Counselling Centre).

- Assess community impact and need for outside effected groups or communities to be supported, such as schools, workplaces, teams etc.
- Acquire knowledge of core partnering agencies (SCCY, CMHA, FCC) suicide postvention protocols
- Maintain cooperative working relationships with police services, hospitals and/or other emergency responders
- Utilize database, compile and present program data for the purposes of Victim Services of Sarnia-Lambton Inc., as well as compile and present program data to the Sarnia-Lambton Suicide Prevention Committee on a regular basis.
- Provide value-added information and active participation at regular meetings with staff, the Board and Committees
- As approved by the Executive Director, participate on appropriate community committees/associations and attend relevant conferences to promote Victim Services of Sarnia - Lambton Inc. by providing community presentations re: education/awareness
- Promote Victim Services of Sarnia-Lambton Inc. in public displays, presentations to community groups, social service agencies and police and through effective use of the various forms of communication, including, but not limited to, social media
- Support the needs of Victim Services of Sarnia-Lambton Inc. as required/requested

(Percentage of time = 20%)

### POSITION SCOPE

#### Written and Oral Communication

Strong competency in both written and oral communication is required to develop, maintain and accurately record complex, confidential relationships.

#### Specialized Knowledge

Extensive social services background with experience in crisis response.  
 Comprehensive understanding of grief and trauma, and not-for-profit sector.  
 Strong knowledge of different social service organizations in the area and how to access these community resources.  
 Awareness of, and sensitivity to, multi-cultural needs of clients and volunteers.  
 Suicide Awareness Training, Bereavement support training.  
 Proven ability to use computer software and client database tools to meet the needs of the role.

#### Internal/External Communication

Communication with clients and volunteers will be based on the principles of open communication including: non-judgmental active listening; open-ended questions; clarification and encouragement.

All communication will demonstrate respect of individuals' experience, unique reactions to trauma, culture and language.

Clients are to be empowered with the provision with information and referrals rather than being directed by staff.

External communication will demonstrate a professional capacity to network with others to assist clients.

All communications will portray Victim Services of Sarnia Lambton in a professional manner.

### Decision Making

Makes decisions on what services to offer to clients based on policies and procedures.  
All decisions related to volunteer management will be based on policies and procedures.

### Problem Solving

Draws on training and experience to solve problems related to clients and volunteers, as per the policies and procedures.  
Will ask the Executive Director for assistance when the scope of the problem exceeds the scope of their position.

### Freedom to Act

Actions related to client services will follow both the program standards and Victim Services of Sarnia-Lambton Inc. policies and procedures.  
Will ask the Executive Director for assistance prior to acting beyond these limits.

### Financial Responsibility

Financial decisions restricted to client eligibility for the VQRP (Victim Quick Response Program).

## QUALIFICATIONS

### Education

Post-Secondary Degree in Thanatology, Social Work, or Sociology. Post-Secondary Diploma in Mourning, Grief and Bereavement, Social Service Worker, Victimology

### Area of Education Specialization

Social Work, Sociology or related program of study, accompanied by Suicide Awareness and Prevention Training, and/or Debriefing and Counselling Training.

### Skills and Knowledge

- Previous experience/education as a crisis intervention worker.
- Sound knowledge of community justice system and other multi-disciplinary systems including, child protection, social services, health and education.
- Understanding of victimization, trauma and related issues.
- Ability to demonstrate an extensive knowledge of, and training in, safety planning.
- Detailed report writing skills and knowledge to ensure the legal and confidential control of information.
- Excellent working knowledge of MS Office.
- Well-developed problem-solving skills.
- Conflict resolution with ability to interact diplomatically, tactfully and confidentially.
- Well-developed organization and prioritization skills.
- Ability to work effectively as a member of a team and individually.
- Case management skills and ability to interpret and apply policies/procedures.
- Ability to provide culturally competent and trauma-informed support services.
- Excellent verbal communication and the ability to maintain good working relationship with clients, police, social services agencies, volunteers and community services.
- A valid Ontario Driver's License, insurance and a reliable vehicle is required to fulfill the requirements of this position.
- Mentally and physically able to perform all tasks assigned, including, but not limited to, lifting and carrying equipment.
- Successful completion of a detailed criminal background check.

- Required Language Skills: Fluent English – read, write, speak
- Asset Language Skills: Fluent French Canadian – read, write, speak
- A minimum of 3 years' experience in volunteer management.

#### 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.

#### Physical Environment

Most work will occur within an indoor office area. Unpleasant conditions such as exposure to weather, pets, smoke, unpleasant hygienic situations, unsanitary homes, high noise levels, and near moving traffic would be occasional and of unknown duration.

#### Sensory Attention

Assessment of situations routinely requires working use of all sensory capabilities. Regular need to give close attention to what is happening despite persistent interruptions and a shared office space.

#### 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 and weekend 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.

To apply for this position:

- Send your resume and cover letter in one document to Executive Director, Kristen Carter at ed@victimservices.on.ca by April 27, 2022 at 5 pm.
- 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.*