



WE'RE HIRING

Position: Crisis & Support Worker
Duration: Permanent Part-time (28 hrs / week)
Reports to: Executive Director

Victim Services of Renfrew County provides immediate crisis response, intervention and prevention services which are responsive to the needs of individuals, families and communities affected by crime and sudden tragedies. Victim Services provides victims of any crime or tragedy with free, non-judgmental and confidential supportive services aimed at early intervention. We provide on-site or over the phone crisis intervention 24 hours a day, 7 days a week. Victim Services is currently seeking a Crisis & Support, dedicated to providing a full range of services to victims, witness' and families impacted by crime and trauma, including but not limited to, client intake, needs assessment, crisis intervention, emotional support and referrals, and to participate in stakeholder networks and public education.

PRIMARY FUNCTION

To support the needs of victims of crime and tragic circumstance and provide a full range of trauma-informed, victim-centered supportive services, including needs assessment, crisis intervention, case coordination, information sharing, emotional support and referrals to other community services agencies.

DUTIES AND RESPONSIBILITIES

- Provide crisis intervention, psycho-educational information, emotional support and practical assistance to clients. Advocate on behalf of clients and liaise with other professionals as required.
- Manage/coordinate assigned high volume of cases.
- Network with community agencies and the justice system. Participate in public educational awareness activities as assigned.
- Field inquiries, in all forms, from the public and other stakeholders.
- Compile relevant information for statistical reports.
- Other duties as assigned.

REQUIRED QUALIFICATIONS

- College Degree or University degree or equivalent experience.
- Previous experience working with persons in crisis or persons who are experiencing trauma.
- Knowledge of the criminal justice system and other multi-disciplinary systems including, child protection, health and education.
- Knowledge of safety planning, crisis response and crisis intervention.
- Knowledge of services provided by community and governmental agencies.
- Ability to acquire and apply knowledge of the Criminal Justice System, and related legislation and issues pertaining to victims of crime.

SKILLS & ABILITIES

- Excellent working knowledge of MS Office.
- Excellent communication skills and 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.
- Required Language Skills: Fluent English – read, write, and speak
 Fluent French Canadian – read, write, and speak.

WORKING CONDITIONS

- 28 hours per week
- Evening and weekend shift rotation related to crisis support, on-call support as required.
- The hours of work including days off and work area may be subject to change consistent with operational requirements.
- A valid Ontario's 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 lifting and carrying equipment.
- Successful completion of a detailed criminal background check***
- All responsibilities will be performed in keeping with the trauma-informed philosophical framework set out in the Mandate and Mission of Victim Services of Renfrew County.
- This position exposes the incumbent to possible vicarious trauma that results from empathetic engagement with recently traumatized clients.

POSTING DETAILS

No phone calls please. Only eligible candidates will be contacted for an interview.

Application opening date: February 23, 2018

Deadline to apply by: March 16, 2018

Successful applicant start date: April 2018

Interested applicants: Email your resume, cover letter, salary expectations to:

VSBoard@victimservicesrenfrewcounty.ca

*** All new offers of employment are subject to a Criminal Records Check satisfactory to the employer. Prior to making an offer of employment to a candidate, references will be verified and must be acceptable to Victim Services. A comprehensive background check will include a police/criminal check, personal history evaluation, education check, license and insurance verification. Reference and background checks may not be limited to these and will be approved by the Agency. ***

Victim Services of Renfrew County values the diversity of the people and communities we serve and is committed to attracting, engaging and developing a diverse and inclusive workforce. Thank you for your interest.