

Victim Service Worker – Full-Time Position Description

Victim Services of Renfrew County is a non-profit volunteer-based organization which assists police and other emergency services in providing emotional and practical assistance to people who have experienced crime or tragic circumstances.

Position Summary:

Under the direction of the Executive Director, provide broad based support for the effective delivery of the Victim Service program in Renfrew County.

This position provides direct service to people who have experienced crime or tragic circumstances.

This position provides administrative support to the organization.

The Victim Service Worker reports to the Executive Director.

Regulations:

- Performs the responsibilities of the position within the legislative and regulatory standards set out in the applicable Provincial and Municipal Acts.
- Performs the responsibilities of the position consistent with the Operational Policies of Victim Services of Renfrew County.
- Protects own health and health of others by adopting safe work practices, reporting unsafe conditions immediately, and attending all relevant in-services regarding Occupational Health & Safety. Follows all guidelines for employees and employers as legislated under the Ontario Occupational Health & Safety Act.
- Adheres strictly to the legal and ethical implications of confidentiality.

Key Responsibilities:

Direct Service Work:

- Direct service provision to all victims of crime and tragic circumstances.
- Provide direct service support to crisis calls that come into the office.
- Provide direct service support to on-site referrals, both as a responder and team leader.
- 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.
- Provide service response, information and leadership to all incoming requests for service.
- Provide support to team members after emotionally difficult calls as a Team Leader.
- Able to respond as an independent member of the direct service staff.
- Ensure on scene assistance to volunteers in the role of staff and/or team leader as designated.
- Provides team lead during the business day and after hours in rotation as designated by the Executive Director after hours and on weekends.

Administrative Support:

- Provides general reception duties and administrative support within the Agency.
- Performs all assigned administrative duties.
- Assists with the completion of the statistical requirements as directed.
- May provide support to students and volunteers as directed.
- Assists in maintaining databases within the Agency.

Outreach:

- To assist in the development and ongoing maintenance of productive working relationships with referring and supporting community agencies, including community coordination efforts.
- Assist in the promotion of VSRC as directed.
- Assist in the preparation of promotional or publicity materials as directed.

Staff Relations:

- Participate in required performance appraisals and regular supervision with the Executive Director.
- Ensure that the Executive Director is kept informed and updated regarding any and all operational issues.
- Provide administrative support services for all staff and Board Members as required and directed by the Executive Director.
- Participate in staff team meetings.
- Provide support in office maintenance/administration/coverage.
- As a member of the Staff Team, assists with Strategic Planning Process, identifies financial issues, provides support and assistance to other Team Members, and makes recommendations regarding the positive promotion of the Agency.

Evaluation and Planning:

- Participate in the development and implementation of evaluation process and tools as appropriate.
- Assist in the preparation of reports or research materials as requested.
- Assist the Executive Director in attaining annual program performance objectives.

Other:

- Enhances personal awareness of new developments and issues pertaining to victims of crime.
- Other duties as assigned by the Executive Director.

Working Conditions:

This is a contract, full-time position based on fluctuating hours per week with evening and weekend work. Victim Services of Renfrew County is a 24/7 based crisis response organization.

The position involves on call and back-up duty outside of business hours on a rotating basis, which is compensated as per the VSRC policies and procedures.

This position involves work time in the office and in the community as designated. This includes report to and attendance at police detachments as a home office as designated.

Occasionally may be exposed to weather extremes, high noise levels, physical demands requiring lifting and standing for long periods of time, unpleasant hygienic situations and rapidly changing circumstances.

Constant interruptions, long hours, and evening & weekend work.

DISCLAIMER

This role description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required by the incumbent. Incumbent may be asked to perform other duties as required.