

Crisis & Support Worker Full-Time Position

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 also provides administrative support to the organization.
- The Crisis & Support 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:

- 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.
- Provide support for postal duties, including retrieval and distribution of mail.
- Attends meetings as required.
- May provide support to students and volunteers as directed.
- Orders and maintains all office supplies and inventories.
- Assists in maintaining databases within the Agency.
- Is responsible for ensuring that inventories are maintained 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.

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, both as a staff team member and note taker.
- 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 Program Coordinator 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 full-time position with 40 hours weekly to be worked. It may involve 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 with lieu time as per the VSRC policies and procedures. It will involve working conditions of constant interruptions, long hours and evening & weekend work as required.

This position involves work time in the office and in the community as designated. a flextime schedule is required to accommodate on call team leader responsibilities such as: responding on scene at a victim of crime or tragic circumstance residence or location determined by emergency services. If there are no volunteers available to respond to a request for on scene assistance, regardless of crime/tragic circumstance type, or in the event of a homicide, staff (or other team leaders) must respond immediately

This position will expose staff to traumatic situations and individuals who have experienced trauma.

This position may expose staff to weather extremes, high noise levels, physical demands requiring lifting and standing for long periods of time, unpleasant hygienic situations and rapidly changing circumstances.

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.