

External Employment Opportunity
We are inviting applications for a
Child and Youth Advocacy Centre Coordinator

Posting: 2019-002
Posting date: February 27, 2019
Hours of work: 14 hours per week (Days to be determined)
Start time: Immediately
Grid level: 14 classification
Submission deadline: Positioning open until filled
Submit resume to: Hr@vwts.ca

“Women will live with dignity and respect, free from violence and abuse”

Vernon Women’s Transition House Society provides a wide range of supportive services for survivors of domestic and sexual violence through safe shelter, counselling, child and youth advocacy, outreach services, and collaborative community projects.

We strive to retain a grassroots kind of atmosphere of women helping women. Our work environment is casual and based on team work.

Job Summary:

Oversees the day-to-day operations for the *Child and Youth Advocacy Centre*. The Centre Coordinator provides planning, coordination, evaluation and administration to ensure that clients’ needs are met.

Qualifications:

Education, Training and Experience

- Diploma in a related human/social service or administrative field.
- 3 years recent related experience including 2 years supervisory or administrative experience.

Or an equivalent combination of education, training and experience.

Skills and Abilities

- Excellent interpersonal and organizational skills
- Willingness and ability to give presentations to groups
- Excellent written and verbal communication
- Strong computer ability, including knowledge of Microsoft Office Programs, including Power Point
- Knowledge of issues around violence against children and domestic violence
- Ability to relationship-build and work closely with community partners
- Diplomacy and tact; commitment to social justice
- Ability to chair and organize meetings and produce related documents

Key Responsibilities and Duties:

A. Client Service

1. Provides individual support to clients as a back-up to the Child and Youth Advocate, providing advocacy, accompaniment and referrals to community services as required.
2. Oversees case management plans for clients involved in the Case Management Team process.
3. Interviews clients and caregivers as part of the program evaluation process.
4. Provides emergency response support where needed.
5. Develops and maintains positive, therapeutic relationships with clients.

B. Program Administration

6. Assists the Programs Director with the planning and development of the program. Ensures that the work plan is being implemented and that funder expectations are being met.
7. Formulates program policies and procedures and evaluates the program in consultation with the Programs Director.
8. Oversees the day-to-day operation of the Child and Youth Advocacy Centre by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to and program standards are met.
9. Maintains responsibility for scheduling of Child and Youth Advocacy Centre volunteers.
10. Monitors and authorizes expenditures within the existing budget allowance and maintains financial records in accordance with established procedures. Makes budget recommendations.
11. Collects and checks timesheets of Child and Youth Advocacy Centre staff for accuracy before submitting to the Programs Director. Ensures all back-up required is attached to the timesheet (i.e. Request for Time Off forms, doctor's notes, letters outlining payroll changes, etc.).
12. Prepares and edits forms and templates for the Child and Youth Advocacy Centre.
13. Ensures that accurate program and client records are maintained and that confidentiality is a priority. Ensures that all pertinent documentation is complete and in accordance with Records Management Guidelines.
14. Ensures statistics and reports are completed and accurate. Ensures statistics and reports are submitted as required by the funder and the Society.
15. Collects program evaluation data and prepares database for external evaluator.
16. Prepares and submits reports as required by the Programs Director.
17. Develops and maintains resource library of books, videos, pamphlets and handouts.

C. Leadership

18. Responsible for coordinating case reviews with multi-disciplinary team members (ie: RCMP, MCFD, lawyers, medical personnel, victim assistance workers, counsellors and others). Leads the team to formulate an action plan and oversees the implementation of that plan. Works to engage these external agencies and work through conflict resolution as needed. Escalates issues with external partners through existing protocols. Keeps case management records.
19. Participates in the recruitment and selection of program staff, volunteers and practicum students by performing duties such as screening applicants, participating on interview panels and making hiring recommendations. Orients new staff, volunteers and practicum students to the Child and Youth Advocacy Centre, determines the need for and provides training to new recruits. Provides on-going support.
20. Provides guidance with respect to case management, staffing and emergency responses.
21. May respond to emergencies at the Child and Youth Advocacy Centre facilities in-person or provide approval to call in additional staff.

D. Organizational Role

22. Participates and contributes as a member of the Vernon Women's Transition House Society staff team.
23. Ensures that activities adhere to the philosophies, policies, procedures and Code of Ethics of the Society.
24. Participates in regular meetings with the Programs Director to discuss client service and program administration topics, including program policies and procedures in order to ensure consistency and efficiency.
25. Accounts to the Programs Director and participates in supervision meetings.
26. Participates in professional development through workshops, in-service training, etc. as required.

E. Community Role

27. Acts as the Coordinator for the Child and Youth Advocacy Centre Case Management Team. Brings together multi-disciplinary partners to participate in case management for individual cases, inviting partners that are involved in that particular case. Prepares the agenda, chairs and takes minutes for the meeting ensuring that the best interests of the child is the utmost consideration for case planning. Keeps case management records in accordance with records management procedures.
28. Develops and maintains positive relationships with individuals and agencies through exercising diplomacy and tact. Resolves conflicts with internal and external colleagues in a professional manner and in accordance with the Child and Youth Advocacy Centre's conflict resolution agreement.

29. Represents the Society and the Child and Youth Advocacy Centre positively and professionally in the community.
30. Prepares requests for community support and letters to thank donors as requested by the Programs Director.
31. Promotes public awareness of and support for the Child and Youth Advocacy Centre by producing educational and promotional materials and attending community events.

F. Other

32. Performs other related duties as required.

Additional Job Information:

- This position requires the ability to function independently and frequently under pressure while managing multiple concurrent projects and deadlines including effectively managing emergency situations.
- This position requires the ability to build and maintain strong relationships with community partners while eliciting the best possible service for Centre clients. Incumbent must be able to negotiate these relationships in times of disagreement of what services should be offered a client.
- Program delivery activities may require a moderate level of physical fitness to effectively carry out duties of the position.
- This position requires the incumbent to exhibit a very high level of motivation towards the position and thereby be a good role model to other employees.
- This position may require working outside of regular office hours, such as evenings and weekends, depending on the needs of the program.
- All employees pass criminal records check and sign a confidentiality agreement to the organization.
- This position requires a valid Class 5 driver's license and an appropriately insured vehicle in good running order present at work.

To Apply:

Please submit resume with cover letter to hr@vwts.ca quoting **Competition # 2019-002** in subject line. **Posting open until filled.**

Please note that the selected candidate will require:

- A satisfactory Criminal Record Check for working with children and/or vulnerable persons
- Membership with the BC Government and Service Employees` Union- BCGEU
- A valid driver's license and availability of a personal vehicle in good operating condition for work purposes.

While we appreciate all applications, only candidates selected for an interview will be contacted.