

### 1. IDENTIFICATION

<b>Position No.</b> 05-XXXXX	<b>Job Title</b> Victim Care Coordinator	<b>Supervisor's Position</b> Director, Community Justice (05-11617)	
<b>Department</b> Justice	<b>Division/Region</b> Community Justice	<b>Community</b> See Appendix	<b>Location</b> See Appendix
<b>Fin. Code:</b> See Appendix			

### 2. PURPOSE

<p><b>Main reason why the position exists, within what context and what the overall end result is.</b></p> <p>Reporting to the Director of Community Justice, the position will maintain and promote a victim care program for victims immediately after a crime as occurred. The Victim Care Coordinator work with the Nunavut Victim Services team which is the central source of contact for victims. Emphasis will be placed on victim care, aftercare and trauma prevention. The position will travel to communities to support victims before, during and after court proceedings. The position will organize and deliver training to other departmental staff and the public.</p>
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### 3. SCOPE

<p><b>Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets. What is the magnitude of that impact.</b></p> <ul style="list-style-type: none"> <li>• The position helps deliver Nunavut’s victim of crime care program and will be accountable for the administration of program policies and procedures related to this initiative. The Victim Care Coordinator provides victims of crime immediate support in the aftermath of a crime and victimisation. The position also provides practical assistance which will include public education on how to access services and assistance when a victim needs immediate support, referrals to other agencies and advocate on behalf of victims when needed.</li> <li>• The position organizes and coordinates the efforts of program supporters and community workers who assist victims in need. The Victim Care Coordinator provides information to individuals experiencing trauma as a result of victimization. The position builds and maintains partnerships with community organizations and stakeholders eg. RCMP, Public Prosecution Service Canada, Mental Health, and Department of Community Justice employees.</li> <li>• The Victim Care Coordinator is responsible for the administration of the program including data collection and reporting. The Coordinator is required to research up to date resources and best practices for Nunavut service providers.</li> </ul>
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#### 4. RESPONSIBILITIES

Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.

**The position will develop materials and trainings for the victim care program for Nunavut.**

- Develop a training manual for front line service providers such as Community Justice Outreach Worker, Community Social Services Workers, Mental Health Outreach Workers, Community Health Representatives and community counselors to address victims' needs, and victim awareness.
- Develop a training manual for trauma informed approach and self-care guide for front line service providers to reduce burn out.
- Facilitate and developed trainings to front line service providers during community visits.
- Attend to victims of crime/tragedy in crisis when called out by RCMP, Community Health Nurses, Mental Health Workers, Community Social Services Workers and Crown Witness Coordinators.
- Providing short-term crisis intervention and soft counselling for victims of crime before referring clients to appropriate services
- Respond to referrals and telephone inquiries and always ensure client confidentiality.
- Provide and solicit timely and accurate feedback to and from participants regarding program services and effectiveness.
- Meet with victims before, during and after court in Nunavut communities to provide and explain resource materials/information, as required, about:
  - The criminal justice system
  - The Canadian Victim's Bill of Rights
  - Legislation/programs to protect victims of crime or help them participate in the justice system
  - Available support services

**Victim Care Coordinator work in partnership with community organizations to develop resources for victims of crime.**

- Develop and maintain a Nunavut wide resource guide for victims.
- Identify funding sources for community based, non-profit organizations to build capacity for resources for victims.
- Assist and partner with community based, non-profit organizations in applying for funding to facilitate programs and resources for victims.
- Preparing resource materials for victims' immediate support after crimes.
- Coordinating the preparation of resource and information packages for advocates and victims.

**Victim Care Coordinator work as a liaison between victims and service providers.**

- Establish working relationships between GN, Federal government, Hamlets and non-profit organization.
- Working collaboratively with the Victims Services, other Community Justice staff members, Department of Health, Family Services, RCMP, Legal Aid, PPSC, NGOs and other community partners and educate them on best practices and ways to offer immediate assistance to victims of crime.

**Program Administration of Victim Service:**

- data collection, data analysis and reporting of relevant as required by legislation and funding agreements;
- preparing annual and special reports when requested;
- conducting meetings with advocates and other volunteers;
- accurately documenting client's files with regular update;
- complete information and statistical forms as required.
- being available at least every 6 weeks for a two week on call rotation.

**5. KNOWLEDGE, SKILLS AND ABILITIES**

**Describe the level of knowledge, experience and abilities that are required for satisfactory job performance.**

*Knowledge* identifies the acquired information or concepts that relate to a specific discipline. *Skills* describe acquired measurable behaviors and may cover manual aspects required to do a job. *Abilities* describe natural talents or developed proficiencies required to do the job.

**These requirements are in reference to the *job*, not the incumbent performing the job.**

**Knowledge**

- Knowledge of adult and youth justice systems within Nunavut.
- Knowledge of *Nunavut's Victims of Crime Act, Canadian Victims Bill of Rights, Child and Family Service Act, Criminal Code of Canada.*
- Appreciation and knowledge of Crime and Victimization in Nunavut.
- In depth knowledge of Inuit culture, colonization and philosophy in Nunavut.
- Strong understanding of underlying socio economics issues which affect victims and understanding criminal procedures related to victims of crime.
- Understanding of vicarious trauma, compassion fatigue and the importance of self-care.
- Adult learning methods and techniques

**Skills**

- Ability to function within the changing cross-cultural environment
- Demonstrated compassion, empathy and understanding toward victims of crime
- Excellent oral and written skills and effective presentation skills.
- Analytical research oriented, ability to compile statistics.
- Excellent interpersonal skills

**Abilities**

- Ability to work independently with minimal guidance and supervision.
- Ability to choose appropriate community development techniques and processes and apply them in communities where resources may be extremely limited.
- Ability to organize and deliver training to other departmental staff and the public.
- Ability to interpret and apply legislation and policies.
- A capacity to communicate in Inuktitut and/or Inuinnaqtun is an asset.

The individual will need to maintain boundaries and confidentiality when working with crime victims. The ability to tolerate, understand and effectively deal with conflict, blaming and aggression is a strength this candidate should have.

**Qualification requirements:**

The knowledge, skills and abilities would typically be acquired through completion of College Diploma in Social Sciences, Community Development, adult education with three years professional experience in the human or social services field.

Must be willing to travel to remote communities.

Highly Sensitive Position: cleared Criminal and Vulnerable Sector Checks are required

**6. WORKING CONDITIONS**

List the unavoidable, externally imposed conditions under which the work must be performed, and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

**Physical Demands**

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

- Occasional requirement to remain at desk for extended periods of time.
- Responding to emergency calls from victims after work hours and during the weekends can lead to fatigue due to lack of rest.
- Due to the events which occur within a community the position may be required to attend public or private meetings held during the evenings or week-ends and may cause fatigue.

**Environmental Conditions**

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

A high percentage of these tasks involve travel to isolated communities by small aircraft

**Sensory Demands**

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgments to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

Eye and mental strain working on computer for extended periods.

**Mental Demands**

**Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.**

- This is a high stress, frontline position. The position will be required to work closely with individuals experiencing trauma.
- Must be willing to attend debriefing sessions and practice self-care to maintain personal health.
- Support and service delivery to victims of crime and their families may be difficult due to normal anxieties and sometimes unreasonable expectations or demands.
- Working with community groups, committees and contractors to meet the ever-changing needs of victims of crime and the communities is stressful.
- Preparing reports on short notice and helping victims with concerns about justice system is also stressful.
- Extensive traveling throughout the Territory can cause delays, excessive time away from home and emotional and physical stress
- A large amount of time is spent away from home in other communities which may lead to stress and burnout.
- The seriousness and complexity of cases and social problems among victims, offenders and communities is stressful. Contacts are most difficult due to normal hostilities and sometimes unreasonable expectations or demands.

**7. CERTIFICATION**

_____ Employee Signature	Director, Community Justice (05-11617) Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date  I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**