



JOB DESCRIPTION

JOB TITLE: COORDINATOR – VICTIM ASSISTANCE UNIT

REFERENCE NO: 24150

DIVISION: POLICE

DEPARTMENT: POLICE OPERATIONS

APPROVAL DATES: BY:

CHIEF OF POLICE

DATE: April 16, 2014

BY:

GENERAL MANAGER OF HUMAN RESOURCES

DATE: April 14, 2014

GENERAL DESCRIPTION:

This management position is responsible for the strategic direction, leadership, administration, coordination, training and implementation of all victim service activities within the Medicine Hat Police Service. The Victim Assistance Unit provides provincially and federally mandated assistance to both victims and witnesses of crime. The position directs and supervises the day to day program operations as provided by a small unionized staff and a full complement of volunteers (40-50).

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Medicine Hat Police Service Support Services Inspector, communicating regularly in regards to administrative direction, personnel, budget and communication of victim service matters.
- Develops and maintains regular working relationships with all sections of the Police Service, community social service agencies and organizations, Crown Prosecutors office, Provincial Government officials, and other external stakeholders concerning victim services and related duties.
- Provides direct supervision to unionized staff and volunteers.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Coordinates and oversees the victim services provided by a large number of volunteers, within the framework of Medicine Hat Police Service.
- Sets goals and objectives, develops and implements policies and procedures, in consultation with various stakeholders.
- Prepares, monitors, and ensures compliance for the three year plans, annual budget and grant proposals as required by the Police Service and Alberta Solicitor General and Public Security.
- Assesses the effectiveness of program delivery and identifies and recommends alternative courses of action.
- Coordinates all human resource activities including job description development and adjustment, recruitment, training, support, and completion of performance and development processes on staff and volunteers, striving for continued competency growth.
- Ensures volunteer and staff conduct meets set standards.
- Promotes awareness of the Victim Assistance Units' functions and keeps informed of current victim/witness issues.
- Prepares and maintains reports, correspondence and statistical data for various stakeholders.
- Reviews and screens all police reports, determines Unit involvement and assigns files to

volunteers as required.

- Ensures compliance of Federal and Provincial Victim Rights legislation, including Victim Impact Statements and Family Violence Initiatives.
- Monitors and tracks court files and ensures victims/witnesses are offered Court Room Orientation and Support.
- Ensures the program is in compliance with the *Freedom of Information and Privacy Act*.
- Provide expertise and feedback on matters relating to victim services to various local, provincial and federal stakeholders.
- Perform other related duties, outside of this job description, as required by the Police Service.

REQUIRED COMPETENCIES:

- Thorough understanding of the psychological and social implications and services required by victims or witnesses of crime or trauma, with an ability to interpret and apply the *Victims of Crime Act* and the *Victims Bill of Rights*.
- Excellent human resource management skills, specializing in a volunteer model of service delivery, with an ability to recruit, supervise, motivate, train and direct the work of a large workforce of in-service trained volunteers.
- Excellent communication skills, both written and verbal, along with strong mediation abilities.
- Thorough knowledge of the benefits and services available to victims or witnesses of crime through programs and activities of social agencies and other resource organizations.
- Demonstrated track record of maintaining the highest level of integrity by adherence to confidentiality, ethical and professional standards.
- Knowledge of the organizational structure, nature, purpose, policies, goals, and objectives of the Medicine Hat Police Service.
- Excellent organizational skills with an ability to create a shared vision and engage commitment to maintain that vision.
- Ability to plan, develop, coordinate and evaluate the effectiveness of a victim services program and recommend alternative courses of action, including redirecting program training, procedures or services to meet the identified needs.
- Able to build rapport with various internal and external stakeholders to coordinate activities, while demonstrating a proactive approach to resolving issues prior to conflicts arising.
- Thorough working knowledge in the use of Windows based office software application, corporate applications, police applications, as well as common office equipment.
- Ability to prepare documentation to support application for financial assistance through government grants or other programs.
- Self-motivated and encourages others to achieve personal excellence.
- Demonstrated leadership, planning, problem solving, decision making, sound judgement and interpersonal communication skills.
- Able to use tact, diplomacy, mature judgement, strategic thinking and the ability to deal courteously and effectively with the public, staff and other levels of government.
- Flexibility and adaptability in a rapidly changing and demanding environment.

REQUIRED QUALIFICATIONS:

- Successful completion of a Bachelor's Degree or equivalent in a related discipline such as Criminology, Social Sciences, Management, or similar from a recognized post-secondary institution.
- A minimum of five (5) years related experience, including two (2) years administering a social service or volunteer program.
- An equivalent combination of management approved training and experience may be considered.
- Possess and maintain a valid Class 5 Drivers License with an acceptable driving record.
- Must pass a full Police Service security clearance as outlined in the Medicine Hat Police Service Policy and Procedures, including a polygraph examination.