



Employment Opportunity
Open to internal and external candidates

Position: Manager of Sexual Assault Centre and Anti-Human Trafficking Program
Position Type: Full Time (35 hours per week), Hybrid
Salary Range: To Commensurate with Experience
Reports to: Executive Director
Application Deadline: January 23, 2025
Application Process: Submit cover letter and resume to resumes@vspeel.org

*****PDF FORMAT ONLY*** Applications in formats other than PDF will not be opened.**

VSOP is committed to equity, diversity, and inclusion. People from equity seeking groups are strongly encouraged to apply and self-identify. If we contact you, please advise us prior to the interview should you require any accommodation.

Victim Services of Peel (VSOP) VSOP is a registered charity dedicated to providing comprehensive, trauma-informed, culturally responsive, 24/7 support to individuals and communities in Brampton and Mississauga, helping them cope with the impact of crime or sudden tragedies.

Description

The Sexual Assault and Anti-Human Trafficking (SAC/AHT) Programs provide 24/7 immediate crisis intervention, emotional and practical support, Victim Quick Response Program Plus (VQRP+), information, system navigation, case management and counselling services to survivors of sexual assault and human trafficking. Additionally, the programs provide community outreach, education and awareness.

Position Summary:

The Manager of the Sexual Assault and Anti- Human Trafficking Programs is responsible for the oversight, management, implementation, coordination, and day-to-day support of the SAC/AHT Programs. This position provides regular supervisory support to full-time and part-time SAC/AHT Crisis Intervention Counsellors (CIC), Client Navigators, Case Managers, Outreach and Education Workers and Therapists. The Manager leads the hiring process for all positions by creating job descriptions, recruiting, screening, interviewing, and onboarding staff; conducts performance appraisals, plans, and delivers group training when required.

The Manager occasionally provides front-line crisis intervention, and case management support, for complex and high-risk incidents, to ensure service continuity at all times. Also, provides administrative and organizational support such as program scheduling, statistical data, and participates in a variety of community committees.

7750 Hurontario Street, Brampton, ON Canada L6V 3W6
www. vspeel.org E-mail: info@vspeel.org Telephone: 905.568.8800

24 Hour Crisis Line: 905.568.1068 Facsimile: 905.564.2844

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This position is part of the leadership team at Victim Services of Peel and as such the position works collaboratively to ensure continuity of quality services in all areas of the organization. Leaders are involved in organizational planning and readily help out in other areas of the organization as needed.

Essential Functions:

- Management of SAC and AHT Programs
- Supervision of front line staff
- Quality improvement of the SAC and AHT Programs
- Daily operational support such as scheduling

HUMAN RESOURCES

- Recruits, screens, onboards, provides hands-on coaching, mentoring and training as well as ongoing supervision to full-time and part-time staff.
- Develop and maintain a roster of screened licensed therapists with a variety of languages and skills to fill gaps with clients as needed.
- Complies with relevant workplace legislation, Policies and Procedures
- Builds a positive healthy work environment by focusing on increasing staff morale and motivation.
- Manages staff schedules, and ensures 24/7/365 staff coverage
- Monitor and submit monthly statistical reports to the Executive Director.

SUPERVISION

- Directly supervises full-time and part-time staff.
- Review front-line SAC and AHT program staff cases.
- Provides regular 1:1 supervision of full-time staff every 6 weeks and part-time staff quarterly or as needed.
- Chair full-time and relief CIC team meetings.
- Provides leadership by example.
- Carries out performance appraisals and disciplinary action of direct reports in consultation with and under the direction of the Executive Director.

QUALITY IMPROVEMENT

- Regularly review SAC and AHT cases, referrals, and bail notifications to ensure they are completed accurately.
- Offers day-to-day case consultation and support to FT and PT Staff.
- Identify areas of program improvement or gaps and provide timely reports to the Executive Director to resolve issues as quickly as possible. Quality client services is our top priority.
- Inform the Executive Director of staff performance concerns or performance excellence on a regular basis.



- Supports the investigation of complaints and relays relevant information to the Executive Director.

STAKEHOLDER/COMMUNITY RELATIONSHIPS & PARTNERSHIPS

- Support the execution of VSOP's community engagement and outreach strategy.
- Cultivate, manage, and maintain relationships with community partners by representing VSOP on a variety of inter-agency and community committees.
- Work closely with Stakeholders to raise program visibility and ensure effective and efficient communications and linkages.

ORGANIZATIONAL RESPONSIBILITIES:

- Supervisor on-call rotation after hours
- Completes all required statistical reports.
- Completes weekly/monthly reports as determined by supervisor.
- Actively participates in regular supervision with Executive Director including an annual performance appraisal.
- Maintain staff schedules
- Maintains good staff and community relationships.
- Participates in relevant workshops and seminars to develop skills.
- Completion of relief timesheet for submission to bookkeeper in absence of Operations Manager.
- Participates in organization-wide events and functions.

JOB SPECIFICATIONS:

EXPERIENCE AND KNOWLEDGE:

- Minimum of 8 years experience in the victim services, sexual assault and anti-human trafficking sector.
- A willing leader that embraces opportunities to support the growth of staff, colleagues, and the organization; ability to offer leadership and strategic visioning to a team of professionals.
- Well-developed communication, interpersonal, conflict resolution skills; report writing, correspondence and public speaking skills
- Experience in crisis intervention and professional boundary setting; comprehensive knowledge of issues pertaining to trauma, violence against women/gender-based violence and human trafficking.
- Knowledge of legal system (both criminal and family) a definite asset.
- Sound knowledge of issues pertaining to gender-based violence, post-traumatic stress, and the criminal justice system.
- Knowledge of the general social service system and community resources available for clients.



- Bilingualism and/or ability to speak French and other languages is an asset.
- Lived experience with sexual violence or human trafficking is considered a great asset.
- Previous experience working with persons in crisis or persons who are experiencing trauma.
- Computer proficiency with database experience.
- Knowledge of the diverse communities that comprise Brampton and Mississauga.

EDUCATION:

- University degree in Social/Human Services field such as a BSW or MSW or combination of relevant experience and post-secondary education.

WORKING CONDITIONS:

- Successful completion of a detailed criminal background check and annual renewal check
- 35-hour work week, flexible hours, occasional evening or weekends to attend agency events, training, etc.
- A vehicle is required to be able to fulfill the requirements of this position, including a minimum of \$1 million automobile insurance policy with regard to public liability and property damage. Proof of insurance must be provided on an annual renewal basis.
- All responsibilities be performed in keeping with the philosophical framework set out in the Mission Statement and Values of VSOP.
- Provide on-call support after hours on rotation

INTERPERSONAL SKILLS AND COMPETENCIES:

- Comprehensive organizational and communications skills, including assessment and interviewing skills.
- Demonstrated leadership skills and ability to be flexible and work both independently and as a member of a team.
- Ability to offer services from an Anti-Racist, Anti-Oppressive, Trauma-Informed framework while drawing upon other relevant theoretical orientations related to victimization.
- Diplomacy and sound judgment.
- Ability to promote teamwork and strength in a staff group working environment.
- Excellent verbal and written interpersonal and communication skills, facilitation & presentation skills, and organizational skills.