



JOB DESCRIPTION

Position Information

Position Number	Position Title Regional Victim Services Manager	
Position Classification WP-05	Effective Date	
Decision Number	Job Code	National Occupational Classification
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code
Organizational Component (Branch/Division)	Geographic Location	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number	Position Title	Position Classification
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Employee Statement

I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
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Supervisor Statement

This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
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Manager Authorization

This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
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JOB DESCRIPTION

Client Service Results

Management of the National Victim Services Program (NVSP) within a region of the Correctional Service of Canada (CSC), and provision of expert advice to internal and external partners and stakeholders.

Key Activities

Plans, implements, and manages the NVSP within the region; leads and manages human and financial resources; and provides expert advice to CSC officials, other federal government departments, provincial and territorial government agencies, and specialized groups to administer and support program delivery.

Establishes processes that guide ongoing staff interactions with victims, their representatives, victim groups or organizations; provides information, expert advice, professional guidance, and support to victims of crime; analyzes and develops a critical knowledge of issues and emerging trends related to CSC activities and victim concerns; addresses and resolve issues of concern and recommends measures to regional senior management.

Develops, coordinates, implements, and contributes to regional and national policies concerning the management of victim issues; consults and interprets policies and ensures that current policies are implemented; and provides subject matter expertise on social and criminal justice issues, as well as on legislation, policy and procedures regarding victim issues and related public safety considerations.

Directs and manages responses to victim-related complaints and situations; handles sensitive and high-profile issues from multiple sources, including the Federal Ombudsman for Victims of Crime, the Regional Victim Advisory Council or Committee, elected officials, victim groups, and victims of crime; responds to inquiries and prepares various documents in relation to concerns raised by victims.

Participates in the development and implementation of evaluations or audits of the NVSP; researches and collects information, analyzes results, and recommends changes to improve the performance of the Program; and manages and resolves complex issues regarding service delivery to victims.

Develops, coordinates, organizes and presents information and training sessions within and outside of CSC to raise awareness about CSC programs, policies, legislation, program standards, and the federal corrections and conditional release system; and provides information and guidance on the use of various applications and information systems relevant to the NVSP.

Establishes, develops and maintains effective communication networks with victims and their representatives, criminal justice partners and stakeholders to strengthen continuity of services to victims; leads or participates in meetings, working groups, and project teams; and represents CSC's interests at regional, national, and international committees, symposiums, seminars and workshops to collaborate on victim issues.

Supervises subordinate employees, develops work plans, addresses training requirements, monitors data quality, manages performance agreements and resolves performance issues, and ensures a healthy and productive work environment; ensures optimal use of resources, prioritizes work, and provides direction and coaching to staff and project teams.

Skills and Knowledge

Knowledge of principles and methods of leadership, human resource management and change management, in order to lead, supervise, and motivate staff and project teams; establish and maintain effective working relationships with staff, executives and a variety of stakeholders; address performance issues; and foster and promote a healthy work environment.

Knowledge of financial policies, principles, practices, techniques, methods and procedures, in order to manage an operating budget and provide accurate forecasting.

Knowledge of the legislation, policies, practices, procedures and protocols relating to the disclosure of information about specific offenders to victims and third parties, in order to raise awareness and collaborate with stakeholders; provide direction to staff; recommend changes to strategic and operational policies; and resolve complaints related to the NVSP.

Knowledge of project and time management principles, as well as of project planning, organization and assessment techniques, in order to lead specialized staff, and direct the work of diverse and multi-disciplinary project teams.

Knowledge of research, information gathering, and statistical and analytical methods and techniques, in order to identify trends, conduct studies, and contribute to the analysis and resolution of issues that will improve the performance and promote the work of the NVSP.

Knowledge of the theories, principles and practices associated with human behaviours, in order to educate and improve communication with Victim Services staff, senior management and other stakeholders.

Knowledge of the CSC's mission, mandate, values, strategic priorities, programs, corporate structure, business plans, offender case management processes, correctional operations and security dynamics, in order to explain the policies and procedures governing incarceration and conditional release, offender movement and offender reintegration; and guide staff of the Victim Services Unit (VSU), and advise stakeholders and victims.

Knowledge of applicable acts and regulations, such as the Commissioner's Directives, Corrections and Conditional Release Act, Canadian Victims Bill of Rights, Access to Information and Privacy Acts, in order to manage the work of Victim Services Officers (VSOs); provide expert advice on victim services delivery; monitor notification activities; disclose information while respecting the rights of both the victim and offender.

Knowledge of the legislation relevant to the operations of the work unit, such as the Charter of Rights and Freedoms, the Public Sector Labour Relations Act, Work Place Harassment and Violence Prevention Regulations, the Public Service Employment Act, and the Financial Administration Act, in order to ensure an effective, efficient and healthy work unit.

Knowledge of the mandate, roles and key contacts of criminal justice system partners, such as the Royal Canadian Mounted Police, Crown Prosecutors, Canada Border Services Agency, Department of Justice Canada, Public Safety Canada, victim-serving agencies and other agencies involved in restorative justice, in order to maintain effective working relationships; design, develop and collaborate on services specific to victims of crime.

Knowledge of the Parole Board of Canada (PBC) and its mandate, structure, policies and procedures, in order to collaborate and support the provision of expert advice, reduce duplication, and provide an effective, compatible and streamlined NVSP.

Knowledge of national, regional, institutional, district and area offices, and their roles, responsibilities, organizational models, and interrelationships and connection with the VSU, as well as their management practices, corporate culture and offender population profiles, in order to provide advice and develop working relationships and networks of multi-disciplinary support within CSC.

Knowledge of corporate records management principles, in order to manage highly sensitive and protected victim and offender information in conformity with the law and policy.

Knowledge of various information systems and specialized applications relevant to the NVSP and management activities, such as the Offender Management System (OMS), Victims Application Module, Reports of Automated Data Applied to Reintegration (RADAR) and the human resources (HR) portal, in order to provide guidance on using these systems, ensure consistency of practice within the Unit and recommend system enhancements.

Knowledge of counselling techniques and of the theories, principles and practices related to dealing with victimization and indirect trauma, in order to understand the impact of grief and trauma on individuals, and interact with victims who are experiencing a wide range of emotions that could lead to aggressive behaviour or potential self-harm.

Knowledge of adult learning principles and techniques, in order to train, inform, raise awareness and promote the NVSP to a variety of regional audiences, including victims and their representatives or families, as well as CSC employees and managers, and volunteers, offenders, interest groups, victim associations, the media and the public.

Knowledge of consultation techniques and practices, in order to provide and obtain information, give expert advice to various stakeholders, including representatives of National Headquarters (NHQ) and Regional Headquarters (RHQ), and get support to facilitate attitudinal change in situations involving resistance and emotional reactions.

Reading, listening, interpretation and analytical skills, in order to interpret and apply policies and legislation; understand inquiries from various victim groups; identify the needs and emotions of victims who have difficulty expressing themselves; refer victims to support services as required; uphold and weigh the rights and interests of victims and offenders that are often in conflict and sometimes unresolvable.

Negotiation, mediation and conflict resolution skills, in order to interact with staff, victims, advocacy groups, stakeholders, senior management, and colleagues who may have differing opinions and understanding of issues.

Verbal, public speaking and interviewing skills, in order to present information and communicate clearly with individuals who have various levels of understanding; and conduct interviews to obtain information and gain insight while working with victims.

Written skills, in order to prepare correspondence and various documents such as briefing notes, responses to formal complaints, directives, presentations, memos, letters, and position papers; perform quality control of written communications and reports prepared by Unit staff; explain complex legislation, as well as CSC policy and processes, and adapt language to the audience's level of understanding.

Effort

Physical effort is required to:

Sit for extended periods at a computer station or when reviewing material, analyzing requirements, attending meetings, and speaking with victims, their representatives or third parties.

Intellectual effort is required to:

Manage multi-faceted issues, including analyzing potential safety risks for victims, their families or offenders, as well as rendering decisions about complex cases, such as the registration of victims or the discretionary disclosure of protected information to victims and offenders, and collaborating with stakeholders regarding family victim concerns.

Examine victim issues and understand their connections with public safety, the public environment, emerging trends, governmental and departmental plans, and the positions of other stakeholders; consider the political, economic and social factors that affect the psychological integrity of victims; and contribute to the development of communication approaches that promote the role of victims in shaping government policy.

Review, analyze, and interpret legislation, regional and national policies, procedures, and studies regarding victim issues; and explain such regulations and processes while taking into account the individual and cultural needs of various audiences, including the victims and their families, offenders, volunteers, CSC staff and senior management, personnel from other agencies, the media and the public.

Adapt complex information to develop training resources, to deliver outreach presentations and to assist in the delivery of training to the VSU and other CSC staff, in order to share information regarding the NVSP, the victim's rights, and victim-related issues and policies.

Establish and maintain effective working relationships with criminal justice system partners and local, provincial or territorial victim-serving agencies in order to refer victims and citizens to appropriate services.

Contribute to the development and implementation of audits and evaluations of the NVSP; conceptualize and research information, and assess results obtained from various information-gathering techniques, such as social marketing surveys and focus groups; determine the attitudes and beliefs of the public and victims; and identify necessary changes to improve results and meet the objectives of the NVSP.

Contribute to building the capacity of the NVSP; conceptualize innovative approaches to improve the efficiency and effectiveness of the Program, and monitor their impact as part of the implementation process to reduce risks and meet intended results.

Consult, liaise, collaborate, and negotiate with multiple stakeholders and partners with divergent positions concerning victim issues; answer difficult questions, recognize diversity, and promote an understanding of the victim's experience.

Collaborate to find solutions and resolve issues on contentious matters between VSOs, NHQ, RHQ, institutional or community sites, victims or their representatives, community members, and the PBC or other criminal justice partner agencies.

Provide expert advice, strategic guidance, recommendations or decisions to the Regional Deputy Commissioner, Regional Management Committee, regional managers, staff, colleagues and stakeholders concerning the delivery of services to victims; ensure the adequacy of information to support the delivery of the NVSP; promote and support decisions that are compatible with broader policy objectives.

Guide other CSC staff in considering law, policy and processes specific to CSC's mandate of upholding victims' rights, and assist them in the interpretation and analysis of victim-related information from various sources including the police, courts, victims and their family members, to ensure that victim concerns are considered in decision-making processes and that victims receive requested information.

Provide support and assistance to Unit staff who are dealing with indirect trauma after exposure to accounts of violent histories, abusive backgrounds, details of crimes and deviant behaviours, or exposure to physical and emotional reactions from victims.

Provide trauma-informed services and referrals to culturally diverse victims who require specialized intervention; explain to victims or their families behavioural patterns that can affect relationships, and help them understand difficult situations; obtain information to recommend appropriate solutions; and provide support and assistance to victims involved in PBC hearings, when necessary.

Plan, estimate and forecast financial and human resource requirements for the VSU; and lead or participate in the selection process of VSOs and Administrative Assistants.

Liaise with NHQ on policies, procedures and plans; request information, negotiate resource levels and performance standards on behalf of the region, and provide input to national initiatives that have regional implications.

Direct meetings, develop and follow agendas, lead discussions, respond to questions and convey information to support the purpose and objectives of the NVSP; and direct internal and external project teams and working groups to explore operational strategies and program policy options, and to resolve implementation issues.

Represent the CSC on regional and national committees that involve other federal departments, provincial and territorial government agencies, regional managers, private sector agencies, Regional Victim Advisory Council or Committee members, victim organizations, and volunteers; and defend and explain the CSC's positions, decisions, rules, and practices.

Operate in an environment where formal approvals may not be available and personal initiative is necessary; make decisions that respect law and policy; maintain the integrity of the NVSP; support the reputation of the CSC, Public Safety Canada and the criminal justice system; work to prevent adverse public opinion, prosecution, civil action against CSC, or risks to public safety.

Keep current on correctional trends and research regarding victim issues, the volunteer domain, and developments in the fields of programs, education, corrections, and criminology; read articles, reports and professional literature; attend training and conferences; and share current information with CSC staff and senior managers to help them adapt to changes in philosophy, legislation, policy and practice.

Remain current in the use of established and specialized applications, including the OMS, RADAR, Police and Court Information Management Module (PCIMM), Victims Application Module, Victims Portal, as well as GCdocs, Public Services Performance Management (PSPM), Integrated Financial and Materiel Management System (IFMMS), Human Resources Management System (HRMS), and HR Portal.

Anticipate the risks surrounding the Unit staff and victims' involvement in PBC hearings and decision processes, or simply from exposure to offenders; provide advice to operational staff regarding the potential reactions of victims and offenders; accompany victims involved in PBC hearings within CSC institutions upon request; support and assist Unit staff who accompany victims at PBC hearings.

Psychological effort is required to:

Demonstrate tact and diplomacy when dealing with controversial issues that may be brought to the attention of the Federal Ombudsman for Victims of Crime, the Commissioner, the Minister's Office, or the media; and show empathy and concern to victims of crimes, and provide a calming influence on them.

Remain professional, impartial and composed when dealing with traumatized victims, contentious issues and complaint processes; when handling conflicts or differing points of view while providing information to staff, senior managers, partners, interest groups, victims, or the public; when explaining unwelcome decisions or recommendations concerning offenders to victims and their families; and when responding to staff issues.

Accept the level of support and assistance that can be provided to victims, while recognizing their feelings towards the justice system; explain decisions to victims who may be frustrated, confrontational or upset; and cope with the impact of these factors on own mental state.

Responsibility

Human Resources:

Manages subordinate employees and project teams, and allocates work; establishes priorities, provides direction to Unit staff and engages them to meet objectives; promotes and facilitates staff access to continuous learning and development; monitors progress and evaluates performance; conducts staffing and human resource planning; implements HR policies and standards, and promotes an equitable and healthy workplace.

Financial Resources:

Manages the regional operational budget for the VSU; plans and exercises signing authority regarding the annual operation and maintenance (O&M) and salary requirements; acquires and oversees contracts for Unit activities; and verifies and recommends payment for overtime and travel expense claims for Unit staff in accordance with Treasury Board directives.

Technical Resources:

Has custody and is responsible for the use and maintenance of a CSC computer, computer peripherals, work cell phone and standard office equipment; and safeguards hardcopy and electronic victim and offender files.

Working Conditions

Physical:

The work is performed in an office environment, which involves continuous exposure to office noise, lack of privacy, interruptions, and exposure to glare from a computer monitor.

The work requires delivering presentations to institutions and community sites, which involves close interactions with potentially volatile community members, victims or offenders, as well as exposure to an environment that may increase risks to personal safety; travelling distances by car to get to other sites entails exposure to inclement weather and increases the risk for accidents.

Psychological:

The work involves potential stress resulting from dealing with multiple concurrent demands, changing and conflicting priorities, legislated deadlines, heavy workloads, restrained resources, pressures from stakeholders, criticism and complaints, contentious issues, and from dealing with victims and their family members who are involved in difficult, highly sensitive, volatile and complex situations.

The work may involve indirect trauma caused by continuous exposure to verbal or written accounts of physical and emotional violence, often gratuitous and persistent, involving highly traumatized individuals.
