



Lanark County

POSITION TITLE: Community Resource Coordinator
LOCATION: Lanark County – 91 Cornelia Street West,
Smiths Falls, Ontario
REVISED: August 2011
HOURS: 22.5 In office hours per week + 24/7 On Call
and Accessibility Requirement to agency
pager and cell or landline

POSITION SUMMARY:

Reporting directly to the Executive Director, the Community Resource Coordinator provides multimedia resource coordination (web site posting/updating, brochures, media resources, database updating, poster, distribution lists etc) volunteer recruitment and training assistance, community awareness and agency info session coordination as well as backup/assistance to the Volunteer Resource Coordinator as required; and administrative/office support to the Executive Director in the delivery of the VCARS and VQRP Program in Lanark County.

KEY RESPONSIBILITIES:

Under the direction/management of the Executive Director,

Community Resource Coordination:

- Coordinate website, brochure/poster distribution campaigns, community awareness events, volunteer/victim resource materials and info sessions.
- Create/maintain program media supports (brochures, flyers, distribution, lists, resource database, volunteer and new recruit training resource materials etc.)
- Ensure volunteer/victim resource and training materials are up to date, accurate and available to volunteers/victims and staff.
- Co-ordinate/schedule community awareness, info and training events.
- Distribute and receive recruitment applications, arrange interviews, confirm appointments, collect required recruitment documentation and information.
- Provide Administrative Office Support and On Call volunteer safety measures and support.
- Provide backup assistance/support to Volunteer Resource Coordinator as directed.
- Supervise volunteer team members when required.
- Assist with the coordination of volunteer schedules, including availability, regular monthly scheduling, shift changes and confirmation of shift coverage.
- Ensure call response by Team Lead and Crisis Responders to police/dispatch & service partner requests for services pursuant to Agency policies and procedures.
- Attend Volunteer Team Meetings, training sessions and community awareness events as required.
- Distribute and receive recruitment applications and information, arrange interviews, confirm appointments, collect required recruitment documentation and information.
- Provide leadership and support to volunteer committees as assigned by the Executive Director (i.e. Special events, newsletter committee, etc.)
- Ensure call debriefing/support follow up to volunteer responders and team leads.
- Assist with Victim Follow Up where required.

Tuesday, August 16, 2011

C:\Documents and Settings\VCARS\My Documents\Data\Personnel\contract positions 2011\Community Resource Co-ordinator August 2011.docx

Direct Service Responsibilities:

- Assist the Executive Director with volunteer recruitment and the provision of a minimum 40 hour crisis assistance training program in accordance with Ministry standards including attendance, course material preparation and distribution, including venue preparation, bi-annually or as required...
- Provide on-call and back up support during office and non-office hours including on-scene attendance in emergencies as directed.
- Report volunteer supervision, scheduling and protocol departures/complaints directly to the Executive Director.
- Track and report Volunteer Team resource material lists, availability and training documentation.
- Assist with intake, administrative assistance, training, public education.
- Provide victim utilization of the VQRP special project service delivery as required by the Executive Director.

Training and Outreach:

- Provide community agency support to provide information about VS-LC program.
- Represent the VS-LC program at public education and community awareness events as required.
- Prepare promotional or publicity materials, reports or research materials as required.
- Assist the Executive Director with direct service info sessions as required (Police, Emergency Services Etc.)

Program Activities:

- Assist with recruitment, retention and recognition strategies/recommendations for consideration.
- Document and advise the Executive Director of volunteer and or service partner complaints, reporting deficiencies and/or conflict resolution requirements.
- Participate in the ongoing program delivery evaluation process, community events and info session as required.
- Document information gathered through the program evaluation process to ensure effective program delivery and volunteer recruitment, retention and recognition as required.
- Complete victim occurrence follow up calls as required.

Office Responsibilities:

- Maintain multi-media resource/training information and supports documents.
- Answer phones, email and inquiries.
- Ensure office policies and procedures are followed, as directed by the Executive Director
- Maintain filing and organized office environment.
- Assist with office supply maintenance and ordering as required.

Other:

- On Scene Response and/or Team Lead Responsibilities
- Ability to physically navigate/attend challenging terrain locations.

- Other duties as assigned by the Executive Director.

Additional Requirements:

- Consent to a police vulnerable sector check
- Swear or affirm an Oath of Confidentiality.
- Require valid Driver's License and availability of an adequately insured reliable vehicle for work purposes.

Hours of Work:

This is a part-time contract position consisting of 45 hours biweekly (7.5 in office hours per regular work day with approved/required flexible hours) including temporary special project assignment duties. *Due to the nature of the 24/7 crisis assistance service, this position entails an additional 24/7 on call component and 24/7 accessibility to pager and cell phone including evenings and weekends. The On Call component when utilized for calls, is offset with flexible hour for hour lieu time to be taken as approved by the Executive Director*

Position Requirements:

- Knowledge of social services and victim issues generally acquired through a degree or diploma in social work, social service work, psychology or related programs &/or equivalent related experience
- Weekday, evening and weekend availability and emergency contact
- Volunteer recruitment, retention and recognition experience together with proven volunteer supervision and scheduling skills
- Windows PC with Microsoft Office (Word, Excel, MS Publisher and Outlook) web posting and multimedia software proficiency skills or better
- Ability to deal with high stress and crisis incidents in a calm and soothing manner
- Demonstrated experience/education as a crisis intervention worker
- Sound knowledge of the justice system and awareness around victimization issues
- Ability to present information to large and small groups in accordance with the principles of adult education
- Strong interpersonal skills and ability to maintain good working relationships with police services, volunteers, staff and a broad range of social service providers
- Ability to maintain strict confidentiality around all issues regarding calls for service to victims, information shared in volunteer training/debriefing and information about the organization, volunteers and staff members
- Excellent organizational skills and ability to multi-task and set priorities
- Conscientious commitment to completing all necessary documentation
- High level of commitment and energy
- Supervisory ability and experience
- Willingness to work flexible hours