



**Position: Community-Based Victim Services Coordinator**

**Terms: Full-Time Employee**

**Wage: \$32.50 per hour**

**Hours: 35 hours per week**

**Start Date: October-November 2024 (flexible start date)**

**Location: 301-3491 Saanich Road, Victoria, BC**

**Reports to: Executive Director**

Closing date for applications: Send your resume and cover letter to Chris Pettman Executive Director ([chris@menstherapycentre.ca](mailto:chris@menstherapycentre.ca)) by **October 18th, at 5:00pm. Late submissions will not be considered for the position.** Only short-listed applicants will be contacted for an interview following their application submission.

**You are a great fit for this position if...**

- 1) You come to your work with humility, openness, and a willingness for ongoing learning informed by a person-centred and trauma informed approach.
- 2) You are flexible and adaptive in your approach to ensuring client needs are met, while at the same time attending to a high volume of administration tasks.
- 3) If you are at ease engaging with both clients and colleagues on a relational level to build and maintain these collaborative relationships.
- 4) If you can cultivate a nurturing, supportive, and welcoming spirit towards your work with clients and colleagues at MTC.

### **Overview of our Services**

The Vancouver Island Men's Therapy Centre Society was formed in 2003 in response to the closure of the Victoria branch of the BC Society for Male Survivors of Sexual Abuse (BCSMSSA). The Men's Therapy Centre continues to provide support and counselling services to approximately 300 masculine-identifying persons and their family members each year.

Our core services include mental health support through our victim services program, individual counselling, group counselling, community education, outreach, client advocacy, and other specialized programs to support masculine-identifying and gender non-conforming community members.

### **Overview of the Victim Services Role**

The Victim Services role operates as a hub for our client services. The role includes conducting client intakes, supporting survivors/victims of crime, including survivors/victims of historical sexualized violence. In this role, you will be helping clients navigate the Criminal Justice System, providing emotional support during client advocacy, allocating clients to therapists, connecting



clients to funding opportunities for counselling, managing the waitlist, community engagement, and connecting clients to community resources. There is a high volume of client interaction, as you will complete an intake for each community member requesting to access our services.

Our intake structure includes emotional support for clients. You will hear disclosures of trauma, hold space for client frustrations about difficulties accessing mental health services, and support clients as they connect with our therapists.

Beyond client care, you will be responsible for collecting and organizing program statistics, maintaining client records, as well as working with Administration and the Executive Director to maintain organized and well-structured movement of clients through our services. The successful applicant should have skills and experience in men's mental health and working from a trauma-informed and person-centred practice lens. You should also work well in a collaborative environment and have the necessary skills to complete high quality administrative work.

### **Key Duties and Responsibilities**

- The ability to sit with and support disclosures of abuse and trauma.
- Assess if clients are appropriate for our services and/or ready to step into counselling.
- Arrange, schedule, and conduct client intakes, provide information over the phone, and respond to email requests for information and services in a timely manner.
- Provide short term emotional and relational support to clients who have experienced trauma through supportive listening and relationship building. This will include using skills to support people in moments of emotional distress.
- Recommend appropriate services and community resources to clients. Makes referrals (internally or externally) as appropriate.
- Help clients access third-party funding for counselling (RHAP, CVAP, FNHA).
- Create and maintain communications with our counselling team to help organize caseload, transfer of clients, intake, and file closure procedures.
- Create and maintain reporting and record-keeping structures for funders and internal MTC statistics.
- Manage, organize, and triage our client waitlist by considering specific client needs, funding structures, and a continuous movement of clients through the intake and allocation process.
- Build relationships with our team of therapists to ensure each therapist's skills and experience are a good fit for each specific client.
- Check-in with waitlisted clients periodically to update them on access to counselling and provide acute emotional support.



- Occasionally provide information, resources, and support to family members of trauma survivors.
- Assist clients with completing forms and applications for access to other community support, legal forms and documents, and other requests for client advocacy.
- Write letters of support for clients in a timely manner when requested to do so.
- Assess when it would be useful for clients to be referred to other services in the community such as community service agencies, legal services support and information, health care professionals, and mental health services.
- Support clients through the process of reporting violence they have experienced. This might include advocating for clients who are reporting to police or other legal and victim of crime support services.
- Participate in public education and outreach to raise awareness of masculine-identifying survivors of trauma including sexual assault and childhood abuse. Provide education to other agencies who work with masculine-identifying survivors of childhood abuse.
- Consult with community service agencies to maintain up-to-date information on available resources, maintain relationships with 3<sup>rd</sup> party contracts, and other community partners.
- Maintain client intake statistics and provide reports to our funders as required.
- Complete all administration tasks related to the role such as client files, case management, program record-keeping and organization, and answer phones (our main phone line) when needed.
- Organizing and maintaining records and documents for Victim Service program administration. This requires attention to detail, time management, good organization skills, and collaboration with other aspects of our operations.
- Attend group case consultation monthly and participate in regular one-on-one consultation with our therapists.
- At times, provide intake services at William Head Institution (on-site).
- Attend monthly shared assessment meetings with other Victim Services providers.
- Participate in Victim Assistance Program Committee meetings 3 times a year (this might include duties like hosting/chairing/ taking minutes which cycles throughout the year).
- Submitting monthly Victim Services statistics to the COAST database.
- Maintaining relationships with community partners and resources such as, physicians, nurses, social workers, police, and corrections.
- Attending the annual conference for the association of Ending Violence BC.
- Performs other related duties and special projects as required by the Executive Director.



### **Skills & Knowledge**

- Victim services experience is an asset.
- Has experience of working with men who have experienced trauma in an emotional support or community services capacity.
- Shows an understanding of the issues that impact masculine-identifying survivors of trauma and childhood abuse.
- Experience with conducting intakes and assessments from a trauma-informed perspective.
- Thinking quickly and creatively when supporting clients.
- Able to offer emotional support and stay present with men in crisis.
- Be aware of your own emotional capacity and limits. (Intakes often include listening to client experiences and disclosures that could be triggering or difficult to hear.)
- Understands how current and historic trauma impacts survivors and the ability to work in a trauma-informed framework.
- Be committed to reflecting on your own work by attending monthly case consultation and consulting with colleagues at MTC.
- Able to sit with a high volume of clients who express emotional distress and be able to apply healthy self-care practices to manage a high volume of client care.
- Able to work well both collaboratively and independently.
- Awareness and a willingness to learn about working within anti-oppressive and safe access community service model. This includes social justice best practices, 2SLGBTQA+ safety and support, decolonizing practices, and unconditional positive regard for the community members we serve.
- Comfortable with phone communications and support and building relationships with clients, staff, and community partners.

### **Education**

- Qualification (Diploma or degree) in a related human/social service field with additional professional training and experience.
- Two (or more) years related experience and/or training working in mental health support environment or a related field.

### **Other Requirements**

- Complete a current Criminal Record Check.
- Access to reliable transportation.