

**Teme Augama Anishinabek
Job Description**

Position Justice and Victim Services Assistant

Department Social Services

Position Reports To Justice and Victim Services Supervisor

Employment Status Full Time

Hours 35 hours per week

Employment Type Permanent

Position Summary

The Justice and Victim Services Assistant provides administrative and frontline support to the Justice Services program. The position assists victims and witnesses by providing basic information, supporting referrals, maintaining accurate records, and assisting with program activities. Working under the direction of the Supervisor, the Assistant supports the day-to-day operations of the program by ensuring documentation is current, communication is timely, and services are delivered in a respectful, confidential, and culturally appropriate manner. The role involves regular interaction with individuals who may be experiencing stress, trauma, or crisis. The Assistant is expected to remain calm, professional, and empathetic during these interactions, while recognizing when situations require guidance or intervention from the Supervisor.

Primary Responsibilities

Client Intake and File Support – 35%

The Assistant supports the intake process by gathering required information, completing intake documentation, and opening and maintaining client files. This includes updating contact information, recording case notes, and ensuring all documentation is accurate, complete, and entered in a timely manner. The Assistant provides initial information to victims and witnesses regarding available services, processes, and next steps, and follows up with clients to obtain missing information or confirm appointments. The role requires monitoring file activity, identifying incomplete or inactive files, and bringing forward any concerns to the Supervisor. All client information must be handled with strict confidentiality, and any complex, sensitive, or crisis-related situations must be promptly referred to the Supervisor.

Administrative and Program Support – 30%

The Assistant is responsible for maintaining program files, forms, templates, and tracking systems, ensuring that all records are organized, current, and securely stored. The role includes entering and updating statistical information, supporting regular reporting requirements, and preparing basic correspondence and documentation as directed. The Assistant supports the coordination of meetings by scheduling, preparing materials, and documenting key information when required. In addition, the role contributes to the efficient operation of the office by supporting document management, monitoring supplies, and assisting with general administrative tasks as needed.

Referral and Coordination Support – 20%

The Assistant supports the coordination of services by scheduling appointments, maintaining communication with clients and service providers, and assisting with the completion of referral documentation. This includes gathering required information, tracking referrals, and following up to confirm that services have been accessed. The Assistant maintains accurate contact logs and provides reminders to clients regarding appointments, court dates, or meetings as directed. Where required, the Assistant may support logistical arrangements to assist clients in attending scheduled services, while ensuring all activities are carried out in accordance with program procedures.

Community and Program Participation – 10%

The Assistant supports community engagement activities by assisting with the preparation and setup of events, workshops, and awareness initiatives. This includes preparing materials, supporting participants during sessions, and distributing program information within the community. The role involves participating in community activities in a respectful and professional manner and assisting in gathering feedback to support ongoing program improvement.

Other Related Duties – 5%

The Assistant provides general support to the Justice Services program and contributes to a positive and collaborative team environment. The role includes participating in team meetings, debriefs, and training opportunities, and responding to changing program needs as directed. The Assistant is expected to demonstrate flexibility and reliability while performing other duties consistent with the role and level of responsibility.

Qualifications

Education and Experience

Certificate or diploma in Social Services, Community and Justice Services, or a related field. Minimum of one (1) to two (2) years of experience in a client service, administrative, or community-based environment. Experience should focus on supporting individuals in vulnerable, sensitive, or emotionally demanding situations. Ability to communicate respectfully and professionally with a wide range of individuals, including those experiencing stress or trauma.

Demonstrated ability to maintain confidentiality and handle sensitive information with discretion. Strong organizational skills with the ability to manage files, documentation, and multiple tasks with accuracy and attention to detail. Ability to follow direction, work independently on assigned tasks, and recognize when to seek guidance. Ability to remain calm, focused, and professional in emotionally charged or high-stress situations. Basic proficiency in Microsoft Office and general office systems. Experience working in or with Indigenous communities is considered an asset. Understanding of culturally appropriate and respectful approaches when working with community members is considered an asset.

Certifications, Licences, and Requirements

Satisfactory Criminal Record Check and Vulnerable Sector Search Valid Class G Driver's Licence and ability to be insured. First Aid and CPR certification required (or willingness to obtain) Willingness and ability to complete role-related training as required, including trauma-informed care. SafeTalk or ASIST certification is considered an asset. Certification in trauma-informed care or related practices is considered an asset. Ability to travel within the community and surrounding areas as required. Availability to attend occasional evening or community-based activities as required.

Physical and Sensory Demands

The role involves regular computer use, file management, and extended periods of sitting. The Assistant is required to engage with individuals who may be upset, distressed, or experiencing crisis situations, and must be able to listen attentively and respond in a calm and professional manner. The position requires the ability to maintain focus, manage emotional exposure, and remain composed while handling sensitive information and interactions. Occasional lifting of materials, attendance at community events, and flexibility in scheduling may be required.

Work Environment

The position is primarily office-based and involves regular interaction with clients, community members, and service providers. The work environment includes exposure to sensitive and confidential information and may involve emotionally difficult situations requiring discretion, professionalism, and sound judgement. The role may include travel, home visits, attendance at community meetings, or participation in court-related settings in support of client needs.

Health and Safety Statement

Teme Augama Anishinabek is committed to providing and maintaining a safe and healthy work environment for all employees, members, and visitors. All employees are expected to work in compliance with applicable occupational health and safety legislation and adhere to organizational policies, procedures, and safe work practices. Employees must report hazards, follow safe work guidelines, and actively participate in maintaining a culture of safety in all aspects of their duties.

Employee Signature _____ **Date** _____

Supervisor Signature _____ **Date** _____