

Teme Augama Anishinabek
Job Description

Position Justice and Victim Services Supervisor

Department Justice Services

Position Reports To Social Services Supervisor

Employment Status Full Time

Hours 35 hours per week

Employment Type Term , Ending February 10th, 2027

Position Summary

The Justice and Victim Services Supervisor is responsible for the coordination, delivery, and oversight of justice and victim services programming. The position ensures that victims and witnesses receive timely, respectful, and culturally appropriate support, and that services are delivered in accordance with program requirements, funding agreements, and applicable policies. The Supervisor provides direction and support to the Justice and Victim Services Assistant, oversees program operations, and maintains relationships with internal and external partners. The role is accountable for program planning, service coordination, documentation standards, and reporting requirements. The position involves regular exposure to sensitive and complex situations and requires sound judgement, leadership, and the ability to respond effectively to individuals experiencing trauma or crisis.

Primary Responsibilities

Program Coordination and Service Delivery – 35%

The Supervisor is responsible for coordinating the delivery of justice and victim services and ensuring that individuals receive appropriate, timely, and consistent support. This includes overseeing client service processes, monitoring active files, and providing guidance in complex or sensitive situations. The Supervisor ensures that services are delivered using trauma-informed and culturally appropriate approaches and that all activities align with program objectives, policies, and funding requirements. The role includes identifying service gaps, supporting continuous improvement, and ensuring that program delivery meets the needs of the community.

Supervision and Staff Support – 25%

The Supervisor is responsible for overseeing the work of the Justice and Victim Services Assistant and ensuring that assigned duties are completed accurately, consistently, and in alignment with program expectations. This includes assigning work, monitoring workload, reviewing files and documentation, and providing direction on client interactions and service delivery. The Supervisor provides ongoing guidance and support to the Assistant, particularly in complex or sensitive situations, and ensures that appropriate steps are followed in accordance with program procedures. The role includes reinforcing expectations related to confidentiality, documentation standards, and professional conduct. The Supervisor is responsible for supporting staff performance through regular feedback, identifying training needs, and addressing concerns in a timely and respectful manner. The position also ensures that the Assistant is supported in managing emotionally demanding situations and has access to appropriate debriefing and support.

Partnerships, Coordination, and Advocacy – 20%

The Supervisor develops and maintains working relationships with police services, legal representatives, community agencies, and other service providers. The role involves coordinating services across partners, supporting case-related communication, and representing the program in meetings or collaborative initiatives. The Supervisor advocates for victims and ensures that services are coordinated in a way that respects confidentiality, supports client needs, and aligns with community values.

Reporting, Compliance, and Administration – 10%

The Supervisor is responsible for ensuring that program documentation, reporting, and record-keeping requirements are met. This includes reviewing files for accuracy and completeness, preparing reports for funders or leadership, and supporting the development of program documentation. The role includes monitoring program activities to ensure compliance with policies, procedures, and funding agreements, as well as supporting basic budget awareness and tracking within the program.

Community Engagement and Program Support – 10%

The Supervisor supports community awareness and education initiatives related to justice and victim services and may participate in or oversee community events and activities. The role includes ensuring that programming reflects community needs and supports positive relationships with community members. The Supervisor may also provide direct support in complex situations when required.

Qualifications

Education and Experience

Diploma in Community and Justice Services, Indigenous Studies, or a related field. Minimum of three (3) to four (4) years of experience delivering victim services, justice programs, or related community-based supports. Demonstrated experience providing guidance, direction, or supervision to staff. Experience working with individuals in vulnerable, sensitive, or crisis-related situations. Strong ability to communicate effectively with clients, staff, and external partners. Demonstrated ability to manage confidential and sensitive information with sound judgement and discretion. Strong organizational and coordination skills with the ability to manage multiple priorities and program requirements. Ability to support decision-making in complex situations and provide direction to others. 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 review, and extended periods of concentration. The Supervisor is required to engage with individuals who may be experiencing distress, trauma, or crisis and must be able to respond with professionalism, empathy, and sound judgement. The position requires the ability to manage emotionally demanding situations, provide support to staff, and maintain composure while addressing sensitive or complex matters. The Supervisor must be able to balance multiple priorities while maintaining attention to detail and program accountability.

Work Environment

The position is primarily office-based with regular interaction with clients, staff, community members, and external partners. The work environment includes exposure to confidential and sensitive information and may involve complex or emotionally difficult situations. The role may include travel, attendance at community meetings, and participation in court-related settings in support of client services. The Supervisor is expected to maintain a high level of professionalism, discretion, and leadership in all interactions.

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** _____