



## **Acting Managing Director - Victim Services Bruce Grey Perth (VSBGP) (Contract Position)**

For a number of years, Victim Services Bruce Grey Perth, a not-for-profit charitable organization, has provided crisis intervention to those victimized by crime and trauma in Bruce, Grey Perth and surrounding area. Volunteer driven and governed by a community Board of Directors, the organization utilizes full-time staff and trained volunteer Crisis Responders to provide much needed support to victims in their time of need. Reporting to the VSBGP Board of Directors, the Acting Managing Director is responsible to provide overall management, and operations of the service included, but not limited to, human resources, financial and operational management, funding compliance and information components of the organization consistent with the Employer's policies and procedures, statement of purpose and in accordance with Program Standards established by the Ministry of the Attorney General.

Job Location: Owen Sound, Ontario

Hours of Work: 35 hours per week Monday to Friday, 9 a.m. to 5 p.m.

Flexibility required for after-hours meetings/on call support/events and functions

Salary: \$70,000-\$80,000

### **Qualifications and Requirements**

- A minimum of five years management experience, including the supervision of direct reports. Management experience within the not-for-profit sector is preferred.
- Related Bachelor's degree preferred.
- Solid working knowledge and experience in working with victims of crime and/ or trauma. Solid understanding and ability to facilitate trauma-informed care.
- Ability to liaise and work closely with provincial and community partners and stakeholders.
- Proven track record in grant writing and revenue development for not-for-profit funding. Budgeting and financial management experience required.
- Experience in human resources including, recruiting, training, motivating, and retaining volunteer staff.
- Experience working with a not-for-profit Board of Directors.
- Knowledge of relevant legislation pertaining to the organization.
- Excellent written and verbal communication and interpersonal skills.
- Experience in program planning, development, implementation, and evaluation.

- Confident and consistent decision-making skills.
- Resourcefulness and flexibility to meet the needs of the organization and demands of the position.
- Ability to handle emergencies, crisis, and maintain control in difficult and emotional situations.
- Valid Class G Driver's License
- Police vulnerable sector check clearance.

Interested applicants are asked to submit a resume, cover letter, and three references by 4 PM on Friday, October 29, 2021, to the attention of the Board Chair at [rmartin@westgreyps.ca](mailto:rmartin@westgreyps.ca).

To view full job description please visit [www.vsbgp.com](http://www.vsbgp.com). We thank all applicants but only those selected for an interview will be contacted. Personal information is collected in accordance with the Municipal Freedom of Information and Protection of Privacy Act and will be used only for employment purposes.

Victim Services Bruce Grey Perth is an equal opportunity employer. Accommodations are available for all parts of the selection process. Applicants need to make their needs known in advance.



Victim Services Bruce Grey Perth  
Acting Managing Director Job Description  
October 12, 2021

**Position Mandate:**

Provides professional leadership to a not-for-profit, organization that provides services to vulnerable people. Under the direction of the Board of Directors and the governance policies, the Acting Managing Director is responsible for the program in the following areas:

1. Administration
2. Finance
3. Supervision of Staff and Volunteers
4. Program Delivery
5. Professional/Community/Public Relations

**Position Requirements:**

- Demonstrated leadership ability to direct the organization toward the achievement of the agency's mission, strategies and its annual goals and objectives;
- Thorough knowledge of social services and victims' issues generally acquired through a degree in social work, psychology or related programs of study or demonstrated equivalent education and experience;
- Working knowledge and acquired experience/education as a crisis intervention worker;
- Knowledge of the justice system and awareness of victimization issues;
- Excellent oral and written communication skills;
- Strong interpersonal skills and ability to maintain good working relationships with police, fire, volunteers and a broad range of social service providers;
- Demonstrated supervisory ability or experience in hiring, training and managing staff and volunteers from diverse and varied backgrounds;

- Ability to educate and advocate the mission of the organization to the broader community;
- Working knowledge of not-for-profit fiscal management, including fund accounting and budgeting, related computer skills and methods of fundraising; and
- Ability to effectively work with a Board of Directors within the governance framework and model.

## **Position Responsibilities:**

### **1. Administration**

- Ensure all reports, documents and comprehensive statistics required by the Ministry, funding sources and legislation are completed and submitted within the stated timelines.
- Ensure all documentation and files are accurately and confidentially maintained including agency records, statistics, the minutes of Board, staff and volunteer meetings, all correspondence including tax receipts, reference letters for volunteers, etc.
- Ensure the development and maintenance of program-related manuals including the Board Policy, Volunteer, Administrative and Referral Manuals.
- Work cooperatively with the VSBGP Board. Attend Board meetings monthly, the AGM and any other Board-sponsored meeting. Provide documentation required for the meeting, i.e., agenda, monthly minutes and report(s) of activities, annual report, etc. Be alert to potential issues and opportunities that may affect the organization; bring contentious issues and policy decisions to the Board in a timely manner so that they can be addressed and resolved. Carry out Board directives in a timely manner. Participate in the development of a Board driven annual operational work plan consisting of activities, responsibilities, and time frames.

### **2. Finance**

- Together with VSBGP Board, prepare annual funding application, inclusive of budget, work plans, proposals and additional documentation as required by the Ministry.
- Oversee all financial transactions as administered by staff, i.e. quarterly and MAG financial statements
- Ensure standards, insurance and contracts are monitored and updated regularly. Ensure that all insurance coverage and premiums are current and reflect the broker recommendations for non-profit organizations of like size and services.
- Determine best return/allocation of safe funds to guarantee three months of operating funds.

- Seek additional sources of funding, i.e., donors, grants, fundraisers to enhance the provision of VSBGP services and programs.
- Evaluate the budget on an ongoing basis; report all relevant concerns and resolutions to the Board make changes as required.
- Manage Petty cash for VSBGP

### **3. Supervision of Staff, Volunteers and Students**

- Develop and maintain a positive, healthy organization by modeling professional behaviour in all areas of responsibility. Act as a role model for staff and volunteers.
- Recruit, hire, train, supervise, evaluate and terminate staff and student placements. Chair regular meetings with staff. Represent the staff to the Board and the Board to the staff. Identify opportunities for development and report unresolved or contentious issues to the Board. Provide on-going evaluation and annual performance reviews on staff.
- Oversee the recruitment, training, monitoring, and discharging of volunteers to ensure a qualified volunteer base that can respond to requests for assistance 24/7.
- Assure volunteers, via team leaders and staff, of 24-hour back-up availability, for direction and supervision, moral support, debriefing and/or encouragement should they request assistance during or following a particularly traumatic or contentious crisis intervention.
- Ensure training follows and/or surpasses the minimum standards set by the Ministry and is tailored to meet the local needs of the community.
- Communicate with staff and volunteers on a regular basis through meetings, email, newsletter, etc.

### **4. Program Delivery**

- Oversee all Victim Services Grey Bruce Perth programs, including VCAO, VQRP maintain efficiency, effectiveness, and timeliness in adherence to procedures and guidelines developed by the Ministry of the Attorney General and Board policies.
- Act as the “lead” crisis intervention worker at large-scale emergency situations, i.e. multiple victims, major disasters, etc. by attending personally at the scene and providing direction as needed. Fulfill Team Leader and/or volunteer function but only when no one else is available to do so.
- Oversee provision of information and support for victims who call the office. When requested by police officers, oversee provision of on-site crisis intervention for victims at the OPP detachment and local municipal police detachments.
- Ensure orientation and training in the use of Victim Services Bruce Grey Perth is available to all “new to the detachment” police officers to ensure that they are comfortable with referring both the service and the volunteers.

- Oversee the staff meeting with victims, reviewing paperwork for VQRP, forwarding requests for payment to Ministry. Liaise with Ministry personnel to ensure that VQRP is operating efficiently.
- Oversee the development and maintenance the Referral Manual (a directory of all support services, referral agencies and information available in community to assist victims). Be aware of changes within the community to keep Referral Manual current. Obtain pamphlets/information from community organizations to enclose with Manual as information for victims.
- Responsible for ensuring the program is available 24/7 which entails a Team Leader and two volunteers being on-call at all times.

## **5. Professional/Community/Public Relations**

- Develop and maintain an effective and professional relationship with government representatives at the local, provincial and federal level.
- Develop and maintain liaison with other VCARS programs via regular communication with other Managing Directors and/or at Regional Meetings to exchange information and establish and maintain cooperative alliances.
- Develop and maintain a good working relationship with local police and fire services; secure a member of police/fire service(s) on the Board as a liaison to promote a reciprocal exchange of information about VSBGP services and any relevant changes.
- Develop and maintain close working relations with social service and referring agencies to exchange information and promote co-operative alliances.
- Liaise with the business sector and community agencies, i.e., other not-for-profits, service clubs, church groups, etc. to promote VSBGP's public image and reputation. Attend all appropriate community meetings and public functions as needed/requested.
- Maintain a positive working relationship with the media. Works with communication consultant do develop newsletters, press releases, and conduct interviews as needed/required.
- Develop public relations and educational materials on services provided by VSBGP programs. Design and update brochures, flyers, information sheets and other communication material for internal (police, volunteers) and external (community) use.
- Conduct presentations on VSBGP programs to educational facilities, community agencies, service groups and business organizations, upon request. Other duties as assigned by VSBGP Board.

### **Hours Of Work:**

This is a full-time position based on 35 hours per week with occasional evenings and/or

weekends, which is compensated with lieu time on a straight time for time basis.

**Working Conditions:**

Although the volunteers ultimately provide the assistance, it is the VSBGP Acting Managing Director who ultimately develops and maintains a positive, healthy organizational climate. The Acting Managing Director represents VSBGP to the Board, stakeholders, helping services and the community at large. The position is emotionally, intelligently, and physically taxing. Sensitivity to the needs and interest of others is crucial to facilitate cooperation and maintain good public relations.