



IDENTIFICATION

Department	Position Title	
Justice	Manager, Survivor Supports	
Position Number	Community	Division/Region
82-11298	Yellowknife	Community Justice and Policing

PURPOSE OF THE POSITION

The Manager, Survivor Supports ('the Manager') provides senior level expertise and support to the Director, and others working in the Department of Justice and GNWT on programming, policy, or legislation to address enduring and emerging crime, victim, and survivor support issues. The position coordinates across sectors and inter-governmentally to advance community initiatives.

SCOPE

Located in Yellowknife, the Manager reports to the Director of Community Justice and Policing. Under the direction of the Director, the Manager, Survivor Supports will work independently to provide senior level, strategic advice to help shape program delivery for the Community Justice and Policing Division.

The Manager prepares information to support divisional decisions and coordinates with Community Justice staff to ensure the Division's programming objectives, policy, legislative deliverables, and fiscal responsibilities are met. The Manager has a lead role in overseeing current programs and the research skills, technical expertise, cultural awareness, and experience reflective of emerging, innovative practices, to implement new initiatives that address and prevent victimization in the NWT.

The Manager is an experienced professional who is adept at trauma-informed and culturally safe planning, assessment, mediation and advocacy, as well as conflict resolution. The Manager is the primary contact in developing knowledgeable and supportive relationships and can leverage external partnerships to translate plans into action.

The Manager supports the development and adherence to programming that is safe, realistic and reasonable within a complex health, social, and fiscal environment. Service provision and service provider collaboration utilizes a person-centered, strengths-based lens, with a goal of client self-determination. The intended result is increased community capacity to develop and deliver local survivor supports and crime prevention programming and increased access to supports for survivors of crime.

Legislative and Policy Environment

The position accomplishes its objectives balancing a person and community centered approaches as well as the framework of Government of Northwest Territories (GNWT) Acts, regulations, guidelines, policies, and standards. The position supports the Department with policies and legislation that support its mandate and are consistent with GNWT and community priorities.

Territorial:

- *Status of Women Council Act*
- Equality of Men and Women Policy
- GNWT Guidelines for the Care of Survivors of Sexual Assault
- GNWT Action Plan Missing and Murdered Indigenous Women and Girls'
- GNWT Traditional Knowledge Policy (53.03)
- NWT Response to the Truth and Reconciliation Commission Public Inquiries Act
- Northwest Territories RCMP Department of Justice Diversion Protocol Agreement
- *Victims of Crime Act*
- *Coroners Act*
- *NWT Victims of Crime Act*
- *Youth Criminal Justice Act*
- *Youth Justice Act*
- Territorial Police Services Agreement
- *Financial Administration Act*
- *Protection Against Family Violence Act – Emergency Protection Orders*
- *NWT Residential Tenancies Act*
- GNWT COVID-19 Vaccination Policy and Proof of Vaccination

Federal:

- *Access to Information and Protection of Privacy Act*
- Criminal Code of Canada
- *Inquiries Act*
- *RCMP Act*
- *Royal Canadian Mounted Police Act*
- Canadian Victims Bill of Rights
- Canadian Statement of Basic Principles of Justice for Victims of Crime
- Gender Equity policy
- *National Housing Strategy Act*
- COVID-19 Vaccination Policy and Proof of Vaccination

- Divisional Demographics

The position oversees and manages the work of three direct reports and is one of 14 positions in the Division:

- Manager, Policing
- Manager, Community Programs
- Community Justice Administrator
- Family Information Coordinator (2)
- Coordinator, NWT Victim Services
- Integrated Case Management Program (7)
- Senior Analyst
- Community Safety Analyst

Divisional Budget

Within the division there are several federal and territorial, cost shared agreements which form some of the incumbent's responsibility to manage and administer.

The 2020-21 budget for the division for programs and services: \$7,4 million

1. Victim's Services Contributions – \$3 million

- a) \$1,7 million annually in Victim Service Contributions: \$750,000 federal / \$950,000 GNWT
 - 10 contribution agreements / 13 positions
- b) Victims of Crime Emergency Fund (VCEF): \$77,000
 - Average of 65 of VECF applications/year
 - 3 of VCEF community administrators
- c) Victims of Crime Fund (VAF): \$300,000 – revolving fund from Territorial Court Fine Orders
 - 3-5 VAF community projects / annually
- d) Men's Healing Fund Contributions: \$292,000
 - 3-4 contribution agreements / year
- e) Emergency Protection Order contract – YWCA: \$105,000
 - Average of 65 of EPO's / year
- f) 2020-23 Family Information Liaison Unit: \$381,000
 - 2 positions

2. Community Justice – \$3,4 million

- a) \$1.9 million annually on community justice programming, including: \$316,000 federal Indigenous Justice Fund expenses

- Average of 30 community contribution agreements
- b) 2021-25 Drug Impaired Driving: \$1.5 million
 - Data analysis report
 - RCMP training Drug Impaired Driving devices
- c) 2021-23 Community Justice: Guns and Gang Violence: \$1.4 million
 - 6 community contribution agreements
 - NWT Guns and Gangs Strategy

3. 2020-23 Policing Services: \$1 million

- a) 2020-23 Community Safety Officer Pilot: \$909,000
- b) 2020-21 Search and Rescue Review: \$95,000

RESPONSIBILITIES

1. Coordinates and facilitates the development of survivor supports by supporting community stakeholders and all orders of government through engagement and best practice research.

- Liaises with all levels of government community, territorial, federal, and Indigenous as well as community stakeholders and agencies to gather feedback towards the development of community specific survivor supports.
- Leads the organization and delivery of engagement and consultation in communities to facilitate the collection of community feedback.
- Coordinates, leads and participates in working groups and meetings to support intersectoral work across governments, local stakeholders and service providers.
- Coordinates the collection of statistical information and data necessary for the Director to make decisions on survivor support services and project delivery.
- Advises the Director in matters concerning short- and long-term strategic planning for survivor supports and projects and assists with the development of divisional goals and objectives.
- Develops and implements programs, services and training to advance victims services programs and survivor supports throughout the NWT.
- Assist community partners to develop and implement programming, services, protocol or policies related to survivor supports, crime prevention and victim services.
- Guides the development, implementation of divisional policy, procedures and standards.
- Provides staff and service providers orientation, training and supervision as required.

2. Monitors and evaluates existing and newly developed victims service, survivor support, to determine their efficiency and effectiveness in meeting corporate mandate and community priorities.

- Monitors and evaluates programming and services to ensure they are meeting the needs of clients they serve.
- Monitor's community reporting of current and newly implemented victims service, survivor support and crime prevention programs.

- Analyzes and evaluates relevant data, surveys, and interviews, and conducts cost benefit and cost-effective analyses as necessary.

3. Develops, monitors, and implements program and policy instruments to support corporate and community direction.

- Monitors political, social, economic, and demographic developments affecting survivors of crime in the Northwest Territories.
- Develops policy and decision instruments including briefing notes, decision papers, option, and discussion papers to support community needs and corporate direction.
- Analyzes pertinent documents such as research reports, studies, GNWT Mandate, Legislative Assembly proceedings, and correspondence.
- Reviews, evaluates, and amends existing policies, programs, and legislation.
- Prepares administrative and fiscal documents pertaining to Division's programs and activities.
- Solicits and incorporates Department of Justice members input into survivor programming, policy, and legislation.
- Provides advice and support to the Director through annual business planning, session and other governmental processes.
- Manages and distributes contribution funding and assists communities to formulate an activity plan to utilize resources in the most effective, efficient manner.
- Reviews annual work plans and assists communities to meet goals and objectives of work plan. Provides oversight to victim services reporting.
- Provides training and resource support for community-based organizations and sponsoring agencies in 33 communities providing crime prevention, survivor supports and victim services.
- Facilitates the development, implementation and evaluation of community-based programs and projects with community-based organizations, territorial and federal partners.
- Prepares financial reports for programs and projects and contributes to monthly variance reports.

4. Serves as the Territorial/Divisional Representative

- Assists in determining the strategic direction and policies to crime prevention, restorative justice and victim services in the NWT at a pan-territorial and national level.
- Represents GNWT Justice on crime prevention, restorative justice and victim services on behalf of the Director, Community Justice Division, ADM Solicitor General, Deputy Minister and Minister, as required.

5. Maintains relationships with key stakeholders, including federal, territorial and provincial governments, Indigenous Governments, NGOs and RCMP "G" Division.

- Establish relationships and work in close collaboration and coordination with the Crown (Public Prosecution Service of Canada), the RCMP, Social Services, and any other government or NGO partners.

- Collaborate with other provincial, territorial, and federal counterparts to develop innovative public education campaigns that raise awareness of the impact of family violence on the wellbeing of families and communities.
- Develop and deliver training, presentations and workshops as required to support the GNWT's efforts to address and provide public education on the role of family violence as a significant contributing factor of NWT's missing and murdered Indigenous women and girls.

WORKING CONDITIONS

Physical Demands

The position may at times work directly with clients and service providers who are dealing with multiple complex issues across departments. The position will work directly with community service providers.

Environmental Conditions

The incumbent works in an office environment with light to moderate background noise.

The incumbent may spend 10 or more hours per week in the community in venues where outreach and other related activities may take place.

This position deals with activities and issues related to multiple complex client service provision dealing with adverse situations including homelessness, food security, child & family services, mental health, criminal matters, literacy, and income security.

The incumbent is required to travel frequently throughout the year. This may include travel by small aircraft or on winter roads. Accommodations and food services in the smallest communities can be challenging. There is a risk of exposure to communicable disease and the unpredictability and nature (mental health, additions, cognitive challenges, trauma) of the clientele may pose a health and safety risk. The incumbent may also be required to travel to southern Canada to attend training.

Sensory Demands

Visual and auditory senses are used the most. The incumbent must use combined senses to maintain an awareness of their working environment to prevent potentially disruptive and dangerous incidents from occurring. Service providers and clients may be dealing with a wide range of psycho-social issues. The incumbent must be able to concentrate and conduct confidential business. There will be frequent periods of concentrated listening.

Mental Demands

The incumbent deals in-directly with families in crisis and must respond in a sensitive, respectful way while adhering to government legislation, policies, and principles. There will be direct exposure to emotionally disturbing experiences including court proceedings, graphic

descriptions of the death and serious injury of client family members. Potential exposure to hostile and unpredictable behavior poses a safety risk.

The incumbent is required to demonstrate understanding and empathy while dealing with clients experiencing difficult life situations. There may be exposure to verbal abuse. The incumbent may be required to work overtime during peak periods. These conditions can lead to mental and emotional fatigue, stress and vicarious trauma.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent communication skills, as well as the ability to adapt communication styles to accommodate different needs with tact and diplomacy.
- Conveys cultural safety, knowledge and understanding of the impacts colonization and residential school has had on the people of the Northwest Territories.
- Knowledge of legislation and policy relevant to information sharing and the justice system.
- Knowledge of trans-cultural environment sensitivity to others' situation/feelings.
- Knowledge of referral agencies/services available in the region and community, including traditional healers and elders.
- Computer skills including daily use of Microsoft Office Suite of programs.
- Ability to work independently and as part of a small team, geographically isolated from units providing similar work throughout Canada.
- Strong interpersonal skills to work effectively with a variety of people, frequently under stressful or time-limited conditions.
- Good organization and team management skills, to build and sustain effective working relationships and work collaboratively with community groups and other service providers.
- Critical thinking, evaluation and analytical skills.
- Client-oriented including valuing diversity, being flexible, and maintaining confidentiality.
- Good communication skills, both oral and written, emotional intelligence.
- Strong problem-solving skills, including mediation, negotiation, conflict resolution skills, non-violent crisis intervention and de-escalation skills to appropriately interact with clients, partners and the public.
- Ability to prioritize tasks, function and produce results in a team setting and be resourceful and innovative.
- Ability to work independently with minimal supervision.
- Ability to communicate in an Indigenous language of the region served would be an asset.
- Ability to plan and facilitate programming, training and workshops.

Typically, the above qualifications would be attained by:

A degree in the human sciences and a minimum of five years' experience in the community justice field, or nine years of directly related experience.

Training in conflict resolution, trauma-informed service provision, and program facilitation would be an asset. A combination of education and experience may be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
 - Level required for this Designated Position is:
 - ORAL EXPRESSION AND COMPREHENSION
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - READING COMPREHENSION:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
 - WRITING SKILLS:
 - Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred