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***Ottawa Victim Services (OVS) provides support for individuals who have been victimized as a result of crime or tragic circumstance is provided by professional staff and trained volunteers by telephone, on-scene and in our victim services office.  Clients can access services through referrals from community service agencies, the police or by self-referral.***

***General Functions***

Under the general direction of the Ottawa Victims Services’ (OVS) Board of Directors, the Executive Director is responsible for the overall management of the operation. This will be accomplished by effectively managing and monitoring the day to day operations of the programs and supporting the enhancement of social justice through providing direct assistance to victims of crime and tragic circumstance. The Executive Director is responsible for ensuring the adherence to applicable legislation, regulation, policies and procedures in accordance with ministerial guidelines and policies of OVS.

The Executive Director is required to represent the organization to police, community agencies and the community at large. The Executive Director should have a high level of commitment and energy and be highly self-motivated.

***Specific Functions***

*Human Resource Management:*

* Manages human resources by overseeing recruiting, training, supervising, mentoring and providing leadership to employees and volunteers.
* Evaluates staff performance on an ongoing basis and formally on an annual basis in accordance with OVS personnel policies and procedures.
* Evaluates staff performance and identifies opportunities for occupational development and reports unresolved or contentious issues to the Board of Directors.
* Supervises and monitors the work of the Program Coordinator(s).
* Ensures excellent customer service, best practice and quality management.
* Assures volunteers and staff have continual back up for direction and supervision, providing moral support, debriefing and encouragement should they require/request assistance following a particularly traumatic or contentious crisis intervention.
* Ensures that the Ministry of the Attorney General’s mandate regarding recruitment, screening, and training of new volunteers is met.
* Maintains a volunteer base sufficient to respond to requests for assistance 24 hours a day, 7 days per week.
* Ensures that training follows the minimum standards set by the Ontario Ministry of the Attorney General.

*Financial Management:*

* Prepares annual budget submissions for Board approval
* Prepares financial submissions in accordance with funding organization’s stipulations
* Collaborates with the auditor with regards to the annual audited reports
* Monitors program budgets on an ongoing basis and provides the necessary support for ongoing financial operations.
* Approves all invoices, expense claims, cheques, credit card purchased and bank card purchases/internet transactions.
* Checks volunteer and staff expense claims and receipts for travel/food to ensure compliance with guidelines and accuracy.
* Notes discrepancies, on volunteer or staff expenses claim forms, and when contentious, forwards to the Board of Directors.
* Writes funding proposals to address program gaps in the victims’ sector when applicable

*Service Delivery:*

* Develops, coordinates and implements the delivery of specific services/initiatives, in the City of Ottawa, in accordance with mandate, procedures and guidelines developed by the Ministry of the Attorney General.
* Maintains efficient, effective and timely delivery of programs, initiatives, and services.
* Educates police and other community partners in the use of the VCARS and VQRP programs.
* Liaises with local police and community services to identify their on-going needs; keeping police and community services up-to-date on any changes to procedure.
* In conjunction with the Board of Directors tailors or revises the delivery of victim services based on local needs/resources.
* Liaises with local programs, police, emergency services and social service agencies in order to promote the program, exchange information and establish and maintain cooperative alliances and partnerships.
* Works cooperatively, as part of a team, with the Board of Directors, police, support staff, volunteers and community representatives.
* Performs other duties as assigned by the Board of Directors

*Board Support:*

* Works with the Board of Directors to determine how best to serve the needs of the community through a community based service and ensures that proportional representation of diverse populations are met; by identifying gaps in community provision of services; by advocating for development and/or expansion of services relative to pertinent victim needs (e.g. aboriginal or other diverse populations).
* Provides activity reports on a monthly basis to the Board of Directors, assuring accuracy, reliability and assessment of impact of intervention for victim.
* Prepares the annual general report in collaboration with the Board of Directors.
* Works actively with the Chair of the Board of Directors and other members to ensure that all financial matters, partnerships and staffing issues are addressed and service excellence maintained.

***Qualifications***

* A post-secondary degree and/or college diploma in a relevant discipline together with management experience which may include not-for-profit management and / or interest in long-term involvement in the community service field (5 years+)
* A broad working knowledge of all areas of fund development, board and committee development, financial and office administration, human resource management and community public relations skills The ability to act as a visionary leader while building and leading the team of staff and volunteers
* An awareness of influences in the education environment, including political, economic, social and technological dimensions, that can effectively change the scope of thinking & organizational focus;
* Tenacity to deal with confidential and highly sensitive issues and interact with people at all levels within the organization/government/public & clients;
* Strong team building and organizational cultural development capacities, including the ability to effectively engage stakeholders and positively motivate staff and volunteer performance.
* A thorough knowledge of social services and victim issues generally acquired through a degree or diploma in social work, psychology or related programs and/or related experience.
* A thorough knowledge of budget process, grant applications, human resources and volunteer management.
* A sound knowledge of the justice system and awareness around victimization issues
* Exceptional oral and written communication skills and ability to present information to large and small groups in accordance with the principles of adult / community education.
* The ability to maintain strict confidentiality around all issues regarding calls for service to victims, information shared in volunteer training/debriefing and information about the organization, volunteers and staff members.
* Demonstrated experience/ability in organizing, training and managing staff and volunteers from diverse and varied backgrounds, supervisory ability or experience.
* Demonstrated planning, project management and evaluation experience
* Applied experience in crisis intervention
* Strong interpersonal skills and ability to maintain good working relationships with police services, volunteers, staff and broad range of social service providers and stakeholders
* Ability and willingness to work shift work and travel as the position requires
* A valid criminal background check
* A vehicle and a valid driver’s license
* CPR and first-aid certified
* Proficiency in English; bilingualism an asset

***Submission deadline:* September 25, 2015**

Please send your resume and cover letter in confidence to:

ED Hiring Committee

Ottawa Victim Services

Email: [ovs.svo.recruitment@gmail.com](mailto:ovs.svo.recruitment@gmail.com)

***Please note that although we greatly appreciate the interest of all candidates, only those who are selected for an interview will be contacted.***