Job Description

Job Title:	Director, Sexual Violence Prevention and Response Office (SVPRO)
Department:	Campus Support and Accessibility (CSA)
Reports To:	Associate Provost, Campus Support and Accessibility
Jobs Reporting:	Case Managers Education Specialist(s) Evaluation and Program Planning Specialist
Salary Grade:	USG 14
Effective Date:	October 2024

Primary Purpose

The Director, Sexual Violence Prevention and Response Office (SVPRO) is accountable to the Associate Provost, Campus Support and Accessibility (CSA), and is responsible for providing strategic leadership, oversight, and effective management of SVPRO, which is the University's centralized office for preventing and responding to sexual and gender-based violence. This office provides front line confidential support, advice, education, training and resources to anyone who has experienced, or been impacted by, sexual and gender-based violence. The Director also oversees the university's administration of and compliance with Policy 42 and related components of Policy 33, including the disclosure, reporting and case management processes regarding incidents of sexual and gender-based violence for all members of the university community. Working closely with senior leaders and campus colleagues across main campus, satellite campuses, and the Affiliated and Federated Institutions of Waterloo, The Director will work with the entire University community to lead, articulate, and effect change regarding sexual and gender-based violence through policies, programs and practice.

A critical component of the incumbent's responsibilities is to offer subject matter expertise and guidance to the University regarding its compliance with various legal and legislative obligations, including The Ontario Human Rights Code, the Occupational Health and Safety Act, Bill 132, Bill 26, privacy legislation, industry standards of practice, Ministry standards and other relevant legislation. This includes, but is not limited to, the legal duty to accommodate in accordance with the Ontario Human Rights Code as it relates to gender and sex, as well as the duty to act in instances of sexual harassment in the workplace. The incumbent actively collaborates with the six Faculties, academic support units, and senior leadership to provide advice and guidance related to the identification, assessment, and mitigation of risks related to sexual and gender-based violence; identifying trends and legal risks; providing recommendations on ways to implement accommodations in order to support inclusive and trauma-informed living, learning and work environments; as well as proactive steps they can take to prevent sexual and gender-based violence on campus. The incumbent leads and oversees the proactive development and enhancement of campus programs, policies, and procedures regarding response to sexual and gender-based violence, as well as overseeing the development, implementation and assessment of the university's sexual and gender-based violence prevention and education programming. The incumbent leads institution-wide efforts to increase awareness and capacities of students, staff and faculty to address issues of sexual and gender-based violence. The incumbent also plays an active role in policy development, cross-campus committees, collaborates with key stakeholders in supporting complex or litigious cases, and ensures that activities of the SVPRO align with the University's overall strategic plan.

Key Accountabilities

Strategic Leadership and Oversight of Office

- Provides leadership of the overall vision and strategy for SVPRO. This involves designing, implementing and reviewing strategic plans for the department; establishing the mission, vision, and values for the department; and facilitating the alignment of these departmental 'statements of purpose' with those of the Institution, always in consideration of human rights law, applicable legislation and Ministry standards.
- Provides overall management and administration of SVPRO. This includes being accountable for fulfilling the University's legal duty to support survivors/complainants, as well as maintaining coordinated, integrated and high performing programs and services delivered within the unit. This entails program assessment, multi-disciplinary team management, and facilities management.
- Responsible for ensuring that the direct service, support, and education initiatives meet expectations of the Ministry of Colleges and Universities, Bill 132, Bill 26, Bill 168, Bill 18, Occupational Health and Safety Act, Ontario Human Rights Commission and University of Waterloo, and that services are of high quality and reflect well on the university.
- Applies leadership for the operational integrity and ongoing evaluation of the clinical programs, educational initiatives, procedures, and services of the department. These include; assessment of client needs through a person-centered approach, client risk assessment, crisis management and safety planning; referral to appropriate resources and supports based on presenting needs; accommodation needs assessment and referral; ethically/legally appropriate clinical documentation and reporting; and ensuring ongoing assessment of needs throughout informal and formal processes
- Provides forward-thinking and tactical leadership by identifying trends for proactive rather than reactive responses to student and employee needs and rights related to the prevention of sexual and gender-based violence.
- Remains aware of trends within postsecondary education provincially, nationally and internationally and interpret how various external factors influence the University and SVPRO Services.
- Direct link between Legal Counsel and SVPRO. Compiles evidence and relevant documentations from within SVPRO to be used in litigation and at the Ontario Human Rights Tribunal. May serve as a witness representing the University at said Tribunals.

- **Leads strategy development for the University related to the prevention and response to sexual and gender-based violence** Leads the development and implementation of institutional policies, programs, services and resources to sexual violence prevention, support, and response
- Ensures that relevant policies meet the needs of the university and comply with Bill 132, Bill 26, and other relevant legislation
- Oversees the development and operationalization of the campus wide sexual violence prevention strategy, which includes sitting as chair of the sexual violence prevention strategy working group, and acting as a content expert and support for sub-committees
- Reviews emerging research regarding best practices and evidence-based models of prevention, awareness and intervention
- Engages in ongoing monitoring and evaluation of practices, systems and processes that impact success of our at-risk University of Waterloo community members and identify areas for improvement
- Make recommendations for change and participate in the review and revision of systems and protocols as appropriate
- Subject matter expert in trauma-informed practice and in preventing and responding to sexual and gender-based violence, as per the Occupational Health and Safety Act (OHSA), Bill 132, Ontario Human Rights Code and the Ontario Human Rights Commission.

- Provides leadership and guidance to executive leaders, senior leaders, department Chairs, Directors and other applicable roles on campus on university policy requirements and obligations relating to sexual and gender-based violence, including workplace sexual harassment.
- In consultation with relevant senior and executive leadership, coordinates implementation of critical or crisis processes in matters related to sexual and gender-based violence.
- Provides leadership to the University by offering input into the University's strategic plan, various pan-university strategic initiatives, and other cross-campus functions as it relates to preventing and responding to sexual and gender-based violence and harassment (e.g. Healthy Workplace committee, Undergraduate Operations committee, and Graduate Operations committee)

Human Resource Management

- Exceptional leadership and management of direct reports including hiring, coaching, performance management, professional development, salary administration, priority setting, strategic planning and ensuring the effective delivery and assessment of services.
- Inspire and motivate an inter-disciplinary team. Uses collaborative approaches to direct teams' objectives and performance, focusing on the department's and University-wide goals.
- Ensures resources are utilized optimally, through effective processes, task delegation, coordination and collaborative communication.
- Plans strategically for and defines the organizational structure of the office including the kind of equipment used, the methods and techniques of work, the work assignments, duties and responsibilities and the classifications and qualifications of positions.
- Provides ultimate oversight of a team of regulated practitioners (e.g., Social Workers, Psychologists).
- Exercises exceptional skill in managing people and provides them with a productive and positive team-oriented work environment and career opportunities.
- Assigns tasks to staff based on understanding of needs and availability of resources
- Guides department staff by providing the necessary direction and training to complete work, based on knowledge of department procedures and specialized expertise.
- Consults with HR when dealing with serious issues that affect employment relationships, performance management, and termination and organizational restructuring.
- Provides leadership to the office that meets University expectations and commitments including ensuring the workplace is safe and harassment free.
- Recognizes and provides support and resources to staff who are exposed to trauma, vicarious trauma, high stress work/compassion fatigue. Manages from a trauma-informed lens.

Collaboration and building strategic partnerships

- Determines opportunities for collaboration with campus stakeholders to embed content related to preventing and responding to sexual and gender-based violence within departments and units across campus
- Works with campus stakeholders to facilitate an increased community understanding of policy-related communication and education, including proactive and sustained prevention focused education on sexual and gender-based violence as well as training on responding to incidents of sexual and gender-based violence
- Acts as an internal consultant to the university community, its leaders, employees and students. Advises members of the campus community of their rights and responsibilities under the university's Policy on Sexual Violence, in collaboration with the Secretariat.
- Serves as a subject matter expert and advisor to departments, and groups in the university community who would like to consult on the issue of sexual violence and related topics.
- Develops processes around accommodations and interim measures, and consults with the University community regarding the implementation of these on a case-by-case basis.

- Ensures that the University community is aware of supports and referrals that are available for those in our community who believe they have been a victim or have been accused of sexual violence
- Collaborates with senior leaders, department heads, and the Faculties on complex cases related to students, staff and faculty who have experienced, or been accused of, sexual and gender-based violence, which may include providing guidance and support related to: implementing accommodations, support with moving through policy complaint processes, advising on trauma-informed approaches, guidance regarding the support of cohorts, units, departments, residence floors and athletic teams following an incident, return to school/work planning, and more.
- Works closely and in concert with students, instructors, Associate Deans, and various staff within other student support units to facilitate an inclusive and accessible campus community.
- Proactively collaborates with the 6 Faculties and academic support units to ensure they are aware of their obligations related to Bill 132, Policy 42, Policy 33, Workplace Safety Protocol (Bill 168), and other related legislation, particularly in complex and litigious situations.
- Participates when appropriate, in the decision-making processes of the other areas within Campus Support and Accessibility portfolio, and across campus.
- Pursues and collaborates on external grants and other funding opportunities.
- Builds strong positive relationships with appropriate and relevant external partners which include the Council of Ontario Universities Sexual Violence Reference Group, Victim Services of Waterloo Region, Sexual Assault/Domestic Violence Treatment Centre, Sexual Assault Support Centre of Waterloo Region, The Ministry of Colleges and Universities, and other third-party service providers.
- Contributes towards proactive and effective communications strategies with students, employees and campus partners particularly related to issues that are sensitive or complex.
- Ensure strategies are in place to research and understand the continuously evolving needs of students and employees and supports required. With this information, the Director will develop highly effective and collaborative relationships across campus to optimize service delivery to students, staff and faculty.

Consultation and Clinical Case Management

- Serves as the clinical lead for the SVPRO office
- Engages in ongoing evaluation of SVPRO's clinical support strategies and identifies areas of enhancement
- Oversees the provision of comprehensive, trauma-informed response and support services to students, staff and faculty reporting incidents such as sexual assault, stalking, voyeurism, intimate partner violence, sexual exploitation, technology-facilitated violence and sexual harassment
- Works closely with campus partners, e.g. The Office of Equity, Diversity, Inclusion and Anti-Racism and the Office of Indigenous Relations to support those experiencing gender-identity based harassment and intersectional experiences of sexual violence, racism, discrimination, social location, identity and more.
- Participates in case consult meetings, debriefs
- Provides consultation and guidance to campus leaders and decision-makers in policy complaint processes under Policy 42 and applicable components of Policy 33.
- Provides direct case management support to survivors/complainants of sexual and gender-based violence, particularly on overly complex, sensitive, or litigious cases. This includes but is not limited to: referrals to counselling support; requesting academic, residence or workplace accommodations or changes; referral to, and personal support in, accessing health care and supports from other community agencies; facilitating drafting of complaint documents; support in accessing safety planning; support and assistance in: reviewing reporting options, potential outcomes of reporting options and decision making related to next steps, assistance in informing others (family, friends, professors, managers and co-workers) as needed.

- Provides case management support to respondents, particularly on overly complex, sensitive or litigious cases, helping them to understand next steps and resources available to them; providing referrals to on and/or off campus supports.

Financial Management, Record keeping and Reporting

- Manages the office's budget, which includes various sources of funding such as allocated per capita government grants, amounting to over $1 million. This involves remaining current on the budget's status as well as all changes in funding resources or potential resources.
- Actively seeks our grant revenue sources to expand and augment core programming.
- Responsible for providing annual financial and programming reports to both internal and external stakeholders, including the Ministry of Colleges and Universities, Dean's Council (Plus), Board of Governors, and Community and Culture sub-committee.
- Maintains and monitors case management of University of Waterloo community disclosures and reports of sexual and gender-based violence
- Maintains accurate case records and prepare statistical reports, as necessary
- Collects, analyzes and reports sexual violence data in compliance with legislation. Collaborates with other areas on campus to track student retention, performance and satisfaction as it relates specifically to students who have experienced sexual and gender-based violence. Uses data from various assessment methods and program evaluation to determine the direction of the department.
- Assists with the coordination of regular campus audits, consultations, and policy reviews and revisions in conformity with University requirements
- Responsible for the timely and accurate collection, analysis and reporting of relevant information (internal and external) for funding, continuous improvement of services, and to assist with campus-wide decision-making related to supporting accommodations, healthy workplaces and inclusive living-learning environments
- Prepares the risk management report to the University bi-annually
- Compiles data and prepare the annual Sexual Violence and Harassment Action Plan Implementation Report annually

Handling Sensitive and Confidential Information

- Ensure appropriate use and storage of confidential and sensitive records in accordance with University policy, and relevant privacy legislations. Ensures compliance with all record keeping requirements and confidentiality guidelines
- Ensure the effective use of systems and technology to accurately and efficiently manage student and employee confidential and sensitive information, including data accuracy and document integrity within the database and case-notes.
- Direct the return of clinical records to the intended party in a secure manner (appropriate storage and movement of confidential documents) when needed

**All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

Required Qualifications

Education

- University degree, in an academic discipline that is transferable to the role (i.e.: Social Work, Gender Studies, Critical Race and/or Disabilities Studies, Adult Education, Counselling Psychology, Community Psychology, etc.); a Master's Degree is preferred.

- Knowledge of the criminal justice system
- Trained in trauma-informed and trauma-sensitive practices and approaches
- Trained in supporting individuals in crisis and securing appropriate support (e.g., ASIST)
- Training in working with those accused of causing harm
- Training in alternative approaches to addressing harm on campus, (e.g., Restorative Justice)
- The successful candidate will be required to complete a vulnerable sector check as part of the recruitment process

Experience

- 5 - 7+ years of progressive management experience (managing a team of direct reports). Experience leading a multi-disciplinary and clinical team including regulated health professionals is an asset.
- Experience recruiting, training, supervising, coaching and mentoring staff
- Experience managing people and projects, as well as critical situations
- 5 - 7+ years of professional experience providing support and/or counselling to survivors of sexual assault, domestic and family violence, and other forms of sexual and gender-based violence, as well as those accused of causing harm.
- Experience working within a complex postsecondary institution or student-focused environment is preferred. Demonstrated leadership in strategic and tactical thinking, innovating, weighing risks and applying sound judgement to decision making.
- Experience effecting organizational change, including policy, procedural, practical and behavioural change
- Extensive experience with performing case management and intakes/assessments, taking complaints or reports of sexual and gender-based violence, crisis counseling, and brief or short-term counseling for individuals impacted by sexual and gender-based violence and/or those accused of causing harm.
- Experience working with members of a senior leadership team, working on organization-wide committees and collaborating with multiple stakeholders

Knowledge/Skills/Abilities

- Deals with confidential materials thus must exercise sound judgement, tact, unquestionable degree of integrity and diplomacy using well-developed interpersonal communication skills to handle at times emotional concerns
- Background in community service, strategic leadership and staff management, with a strong emphasis on trauma-informed practice, victim advocacy, and crisis intervention/critical incident response.
- The intellectual acumen and approach that will facilitate credibility and foster trust and strong, productive working relationships
- The professional confidence and communication skills to effectively engage community members on what can often be contentious or delicate issues
- A strong understanding of systemic issues and analysis, and of the legal and legislative frameworks related to sexual violence
- A high level of interpersonal skills and the capacity to listen effectively and sensitively to a broad range of diverse stakeholders, including students, faculty and staff members
- Demonstrated understanding of the differential impacts of trauma caused by sexual and gender-based violence
- Understands the needs of traditionally underserved communities, including Black, Indigenous, racialized, 2SLGBTQ+, and people with disabilities.
- Ability to acquire and apply knowledge of applicable legislation (e.g. Victims' Bill of Rights, Bill 132, etc.)

- Knowledge and understanding of intersectional approaches to supporting survivors/complainants, and experience applying culturally sensitive approaches
- Proven ability to provide solution-focused interventions.
- Proven ability to work independently and as a team member in a busy and inter-disciplinary environment.
- Proven ability to multi-task and manage competing deadlines and priorities.
- Awareness of various technical communication methods, web-related communication tools and operational/ strategic knowledge of information systems is preferred.

Nature and Scope

- **Contacts:** Internally, this position will be regularly working with all university faculties and departments, Special Constable Services; Secretariat's Office; Legal and Immigration Services; the Office of the Associate Provost Students; Human Resources; Campus Wellness (Health Services and Counselling Services); Conflict Management Office; Employee Health and Accommodation Office, the Office of the Associate Vice President, Faculty Planning and Policy; Campus Housing; Campus Athletics; and Safety Office. Also, this position will be in contact with the Faculty and Staff Associations, the Federation of Students and the Graduate Student Association. Externally, this position needs to be knowledgeable and have a strong working relationship with agencies that support individuals impacted by sexual and gender-based violence. The incumbent liaises with professional and agencies representing the University on matters that are highly sensitive, confidential and critical to the deliverables of the University of Waterloo. The Director will establish an expectation that all staff will work in a collaborative and coordinated way with students, staff and faculty. Moreover, the Director will represent the University, and when appropriate, collaborate with local community, region and provincial organizations and other educational institutions.
- **Level of Responsibility:** This position requires a high level of responsibility as the role is responsible for ensuring the complex execution and implementation of the University's sexual and gender-based violence prevention and response strategy, as well as ensuring compliance with Ministry, legal and legislative obligations and direction set by university policies (e.g., Policy 33 and Policy 42).. The Director, SVPRO will use sound judgement to assist in the formulation of decisions in a highly confidential environment and will be involved in developing recommendations to address highly sensitive, confidential matters that are critical to the University. The position is responsible and accountable for the development and execution of all staff and student matters within the unit of SVPRO, many of which are complex or litigious. This role serves as a subject matter expert to senior leadership whenever an urgent matter arises that involves sexual and/or gender-based violence, consulting about, and supporting, critical decisions. The position is responsible for interpreting and applying applicable legislation in the academic and employment environment. This position provides a high level of responsibility to the University through the mitigation of risk by ensuring the legal duty to accommodate and respond to incidents of sexual violence be upheld in a manner that maintains academic integrity, safer workplaces, and safer living and learning environments This position recognizes and provides support and resources to staff who are exposed to trauma, vicarious trauma, high stress work/compassion fatigue, and must be responsive and sensitive to staff needs in order to support a healthy and supportive work environment and to reduce the risk of staff turnover and dissatisfaction and increase staff well-being and retention.

- **Decision-Making Authority:** This position is expected to be self-directed in executing their responsibilities. The role has a mix of defined, specialized, routine and non-routine tasks and requires sound judgement, tact, and discretion in juggling and executing these responsibilities. This position will make recommendations to the Associate Provost regarding the execution of their responsibilities. This position has significant and decision-making authority for all accountabilities related to the unit,

including the oversight of complex and often litigious cases as well as the responsibility for supporting all members of the campus community when incidents arise. Decisions are often required to be made quickly, in the absence of clear information or evidence, and without clear procedures or directives, which may pose consequences for the unit, the staff, the students, and the University's reputation. An inability to fulfil the University's legal and legislative duties as they relate to sexual and gender-based violence could result in disruption to a students' academic career, potential harm for the student, as well as the potential for a human rights compliant and reputational risks. In addition, these risks apply to employees who have experienced workplace sexual and gender-based violence, resulting in disruption to workplace responsibilities, potential damage to unit and department relationships and operations (e.g. vicarious and secondary trauma), and include the potential for reputational risk resulting from a human rights complaint. The position is ultimately responsible for all decision-making related to the operation and administration of the office including, but not limited to: departmental strategic directions, staffing decisions, workload/priority management, effective creation and implementation of systems, protocols and processes, and risk management

- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment.
- **Working Environment:** Decisions and actions involving survivors, complainants, respondents and judgements involving crisis situations impact directly on the safety and well-being of individuals. Exposed to stress and pressure associated with front-facing support positions. Involves moderate psychological risk resulting from unavoidable exposure to hazardous, disagreeable or uncomfortable environmental and psychological conditions. Risk of exposure includes: verbally and physically aggressive individuals; individuals dealing with a mental health crisis (including suicidal ideation and immediate risk of harm to self and others There may be unusual hours or schedules, multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. phone calls, e-mails and unplanned but urgent support requests, varying student volumes at different times of year).