Job Description

Job Title:	Case Manager, Sexual and Gender-Based Violence Response & Support
Department:	Sexual Violence Prevention and Response Office
Reports To:	Director, Sexual Violence Prevention and Response
Jobs Reporting:	None
Salary Grade:	USG 10
Effective Date:	October 2023

Primary Purpose

Reporting to the Director, Sexual Violence Prevention and Response, the Case Manager is a central support for all members of the university community who have experienced, or been impacted by, sexual and gender-based violence. The Case Manager utilizes an intersectional, trauma-informed, person-centered approach to triage services and stabilize those seeking support (including short term coping and management strategies); make referrals to supports both on and off campus; offer safety planning; explore accommodation needs; discuss options that are available under university policy and support navigating University procedures. The Case Manager also provides consultative support to campus community members who have received a disclosure, informing them of best practices for responding and their duties under university policy. Further, this role develops and delivers response and policy related education on campus and supports prevention initiatives.

Key Accountabilities

Support to survivors, supporters and respondents

- Engages in best/promising practices to respond to individual disclosures of sexual violence, providing support and referrals based on individual needs
- Provides support in the following areas based on individual needs, including but not limited to: referrals to counselling support; requests for 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; discussing 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.
- Offers support to respondents, helping them to understand next steps and the resources that are available to them
- Maintains an understanding of legal and reporting requirements and advises members on policy and protocol compliance
- Collaborates with community-based agencies as well as internal support units to appropriately support survivors of sexual and gender-based violence in our campus community
- Engages in complex case management, working closely with campus partners to ensure continuity of care
- Identifies clients at risk (suicidal ideation, thoughts of harming others) and when determined to be an emergency refer to counselling services for crisis support when able, or contacts Special Constables
- Utilizes de-escalation and supportive counselling methods to support campus stakeholders who present in distress
- Designs and facilitates group psychoeducational sessions, workshops and seminars on a variety of topics for survivors and their supports

- Remains current with pertinent ethical requirements, research and considerations relevant to sexual and gender-based violence response

Works with campus stakeholders and serves as a community resource to ensure appropriate response to sexual and gender-based violence

- Assists the Director to consult, advise, and support university community members in their response to sexual and gender-based violence
- Consults with departments and groups in the university community who would like to discuss the issue of sexual violence and related topics
- Liaises with campus partners to coordinate accommodations or interim measures on a case-by-case basis
- Ensures that supports and referrals are available for members of the community who believe they have been a victim or have been accused of sexual violence
- Sits on campus committees, when appropriate
- Designs and facilitates training and workshops to student leaders and other key stakeholders across campus on various topics related to support of survivors, responding to disclosures, community care, and more
- Supports the coordination and facilitation of debrief sessions with campus stakeholders following targeted education or campus incident(s)

Sexual Violence Education & Events

- Assists the Sexual and Gender-Based Violence Education Team in campus-wide coordination of events when needed
- Supports the delivery of education and training content to address individual roles and responsibilities including the roles of those involved in responding to and addressing sexual violence
- Creates best and promising practices documents as they relate to responding, supporting a friend, and more
- Assists with the support of the Sexual Violence Prevention Strategy and associated sub-committees

Monitoring and Evaluation

- Works with the Program Planning and Evaluation Specialist to deliver regular on-going program evaluation, campus audits, consultations and policy reviews and revisions in conformity with University and Ministry requirements
- Identifies emerging trends and promising practice in sexual violence response

Administration

- Utilizes a continuous improvement approach to ensure best and promising practices are implemented in case management, documentation, and supportive approaches
- Engages in documentation of statistical information, as well as direct and indirect service provision, regarding the incidence of sexual violence on campus, and on institutional initiatives related to sexual violence, as required for institutional reporting.
- Assists with the coordination of regular campus audits, consultations, and policy reviews and revisions in conformity with university requirements.
- Adheres to confidentiality and privacy guidelines governing the collection, maintenance, release and sharing of data collected

- As a part of a multi-disciplinary unit, the Case Manager attends team meetings, interdisciplinary department meetings, and other meetings as requested or directed by the Director, Sexual Violence Prevention and Response

Other

- Under the direction of the Director, the Case Manager may provide supervision of graduate students who are participating in internship or practicum placements, and/or undergraduate students completing a placement through Cooperative and Experiential Education
- Performs other duties and assists with special projects as assigned

**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

- Successful completion of a post-secondary university degree, in an academic discipline that is transferable to the role (i.e.: Social Work, Gender Studies, Counselling Psychology, Community Psychology, etc.); a Master's Degree is preferred

Experience

- 3-5 years progressive experience related to sexual and gender-based violence prevention and response
- Demonstrated understanding of the impact of sexual and gender-based violence on intersectional identities when providing trauma-informed care and support
- Professional experience providing support and/or counselling to survivors of sexual assault, domestic and intimate partner violence, and other forms of sexual and gender-based violence
- Crisis management experience, demonstrating effective needs assessment and risk assessment skills
- Knowledge of and experience working with equity-seeking groups on campus
- Experience in the development and delivery of related education programs and psycho-educational groups
- Professional experience working with those accused of sexual and gender-based violence

Knowledge/Skills/Abilities

- Manages confidential materials and must exercise sound judgement, tact, unquestionable degree of integrity in the keeping and sharing of confidential information
- Employs well-developed interpersonal communication skills, diplomacy and active listening skills to validate and support strong emotional responses
- Experience engaging in advocacy in the context of a large institution
- Experience supporting those impacted by sexual violence utilizing an intersectional, anti-oppressive, trauma informed approach
- Strong understanding of sexual violence response processes in a post-secondary setting
- Strong understanding of program efficacy in sexual violence prevention and response in a post-secondary setting
- Ability to acquire and apply knowledge of applicable legislation (e.g. Victims' Bill of Rights, Bill 132, Bill 26, University of Waterloo Policy 42, etc.)

- Working understanding of Ontario Human Rights Code, Criminal Law
- Ability to work independently as well as a part of a multidisciplinary team

Nature and Scope

- **Contacts:** Internally, this position will be regularly working with the offices under the Associate Provost, Students portfolio, Special Constable Services, Campus Housing, AccessAbility Services, Human Resources, Campus Wellness, Occupational Health, and Counselling Services. This position will also be in contact with the Faculty and Staff Associations, the Waterloo Undergraduate Student Association and the Graduate Student Association. Externally, this position needs to be knowledgeable and have a strong working relationship with external 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

- **Level of Responsibility:** This position is responsible and accountable to the University of Waterloo community as outlined above
- **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 Director, Sexual Violence Prevention and Response regarding the execution of their responsibilities.
- **Physical and Sensory Demands**: Minimal demands typical of a position operating within an office environment. Requires close attention to detail, thoroughness and accuracy. Often travelling to various spaces across campus.
- **Working Environment:** The position is exposed to stress and pressure associated with front-facing support positions. It involves moderate psychological risk resulting from difficult and unavoidable exposure to disagreeable and uncomfortable environmental and psychological conditions. There will be unusual hours and schedules including evening hours and some weekends. There are often multiple and/or tight deadlines beyond one's control and constant interruptions (e.g. unplanned but urgent requests, varying volumes of demand at different times of the year). At times travelling to satellite campuses and the Affiliated and Federated Institutions of Waterloo.