



## **JOB DESCRIPTION**

### **Family Support Coordinator**

#### **The Position:**

Reporting to the Manager of Programs and Integrated Services, the Family Support Coordinator will provide advocacy, support, information and referrals to children, youth, and their supportive caregivers through the entire disclosure and investigative and judicial process.

#### **Duties and Responsibilities:**

##### **Advocacy and Support**

- Greeting and orientation of children and their caregivers who are attending the Centre for their initial visit.
- Provision of support to child victims and witnesses of abuse and their caregivers at the time of the forensic interview/initial investigation until services are no longer needed.
- Assessment of individual needs, cultural considerations for child/family and ensuring those needs are addressed.
- Provision of accurate information on the Victims' Bill of Rights to child victims and their caregivers.
- Risk assessment and safety planning and support for children and family members at all stages of involvement with Luna.
- Provision of education to children and caregivers about the purpose of the Luna Centre and multi-disciplinary team response.
- Assistance with concrete services, such as housing, transportation, cultural, spiritual and community supports and public assistance.
- Facilitation of referrals for specialized medical treatment and trauma focused mental health services
- Ensure families are provided with ongoing emotional support, information and resources after initial contact has been made with the families.
- Participation in case reviews to communicate and discuss the unique needs of the child and family and associated support services planning, ensure the seamless coordination of services, and ensure the child and family's concerns are heard and addressed.
- Work closely with Victim Support Volunteer Advocates to provide emotional support to caregivers during their visit to the Centre.

##### ***Collaborative Model Approach***

- Work collaboratively with a multidisciplinary team including Calgary Police Service, RCMP, Children and Family Services, Alberta Health Services, Alberta Justice and community agencies

to set up appropriate supports for children and their families who have been impacted by child abuse.

- Manage the Victim Support calendar to ensure adequate support is being provided to families attending the Centre for appointments.
- Provide guidance to the Victim Support Volunteer Advocates on daily queries and concerns.
- Participate and support in the development of training for the Victim Support Volunteer Advocates.
- Maintain accurate documentation and statistics for reporting purposes.

### **Qualifications, Abilities and Skills Required:**

#### ***Education & Experience***

- A bachelor's degree or diploma in social work, psychology, counselling, criminal justice, or a related field
- Brain Story Certification (Alberta Family Wellness Initiative)
- Indigenous Canada course (University of Alberta or equivalent)
- Alberta Victim Services 101 Course (within 3 months of hire)
- 3+ years of direct experience in victim services, frontline social work-related roles, or court related experience
- Experience working in a team environment
- Prior experience working alongside and mentoring volunteers
- Experience working from a trauma-informed perspective

#### ***Competencies***

- Interest and enthusiasm in working with children and families
- Cultural humility and ability to engage people from all backgrounds and cultures
- Empathy and compassion for children who have experienced abuse and their supportive family members, while also maintaining professionalism and boundaries
- Commitment to the philosophy of the Victim Support program, its objectives and goals
- Ability to work effectively in both a team environment and independently
- Ability to accept direction and supervision in the application of skills and knowledge required
- Excellent verbal and non-verbal communication skills
- Maturity, reliability and punctuality
- Strong emphasis on listening skills

#### **Enhanced Security Clearance:**

The successful candidate will be required to complete an enhanced security clearance prior to employment start date.

At Luna, our **commitment to diversity** is our promise to each other and the individuals and communities we serve. We believe in the inherent benefits of an inclusive and diverse organization that recognizes, embraces, and values all forms of diversity. We strive to remove barriers to inclusion in all aspects of our organization and service delivery, so that we may support, strengthen, benefit from, and contribute to

the richness and complexity that is our community. Qualified self-identified applicants from Equity-Deserving Groups will be given preference.

**What's in it for you?**

- A competitive salary and benefit package
- Ability to make a difference and lasting impact
- A great team and culture
- Career experience and learning

**TO APPLY**

To apply for the Family Support Coordinator position, please send a cover letter and your resume by email to [recruitment@lunacentre.ca](mailto:recruitment@lunacentre.ca)

The job posting will remain open until a successful candidate has been selected. We thank everyone for their interest in this opportunity, but only those selected for an interview will be contacted.

**ABOUT LUNA**

**Luna** is recognized as a centre of excellence in child abuse intervention and prevention. Luna's multi-disciplinary team of experts from health, children and family services, law enforcement, justice, and victim services work together from one location to help young people and their families throughout the disclosure, investigation, and judicial process, and along all phases of their healing journey. This collaborative model surrounds young people and their families with the specialized supports they need and leverages shared expertise to build engaged communities where everyone plays a role in keeping children and youth safe. [www.lunacentre.ca](http://www.lunacentre.ca)