As an integral part of the Sexual Violence Support & Prevention Office (SVSPO), the Case Manager is responsible for addressing the overall needs of survivors of sexual violence and misconduct that can be characterized as trauma informed and survivor centered. Responsibilities include direct support of survivors, complainants, and respondents to incidents of sexual violence as well as supporting SFU students, staff, and faculty supporting those individuals. The position assists individuals in understanding SFU’s policy framework related to sexual violence and misconduct so they may make informed decisions about making reports to the University. The Case Manager is responsible for the implementation of processes, services, and training to enhance, support, and build connections between those impacted and relevant resources. The Case Manager will work as part of a team and with the Director to ensure consistency in approach and to develop new processes, services, and training as required.

**DUTIES AND RESPONSIBILITIES**

1. **Addresses overall needs of survivors and supports those impacted by performing duties including:**
   - receiving disclosure and reports of sexual violence and misconduct from members of the university community in person, by telephone and any other communication method in accordance with SFU’s Policy on Sexual Violence and Misconduct Prevention, Education and Support (GP 44)
   - offering survivor centered support for accessing the legal, academic accommodation, health and reporting processing
   - assisting survivors, complainants and other members of the University community by outlining and explaining SFU’s Policy GP 44 with particular emphasis on how the Policy intersects with other policies including Human Rights (GP 18) and the Code of Academic Integrity and Good Conduct (S10.01)
   - drafting safety plans with survivors of sexual violence and providing support and information regarding University resources and complaint resolution procedures
   - supporting University community members who are working with impacted individuals by providing resources, referrals and confidential support
   - supporting the implementation of campus-wide sexual violence prevention programming, including conducting training workshops or information sessions as required
   - providing mental health triage and assessment functions in collaboration with University health services with the intent of providing appropriate referral and support and reducing barriers to counselling
   - referring cases of other forms of violence to appropriate resources on campus (e.g., Campus Security) or the community (e.g., Police)

2. **Addresses overall needs of respondents to reports of sexual violence and misconduct.**
   - assuring that respondents to complaints of sexual violence and misconduct are aware of University and community supports and encourage them to access them
   - assuring that the respondent has a University contact person who will assist them with understanding the University’s response to a given report.

3. **Contributes to the effective operation of the Sexual Violence Support and Prevention Office by:**
   - maintaining processes for the receipt and management of disclosure and reporting of sexual violence in accordance with established guidelines
   - assessing emergent nature of intakes and prioritizing appointments accordingly
   - ensuring that disclosures and reports are being addressed appropriately and consistently
   - maintaining the privacy of all information in compliance with the Freedom of Information and Protection of Privacy Act and SFU and Departmental procedures
   - maintaining client files in accordance with retention rules and confidentiality protocols and established University processes
   - working collaboratively with other University services such as Human Rights, Student Conduct, Human Resources and Faculty Relations
• liaising with Campus Security and law enforcement when required

IMPACT OF DECISION MAKING

The Case Manager is responsible for:
• providing expert assessments and support and recommend to complainants,
• providing clear guidance on SFU’s policy framework to Survivors/Complainants so they can determine how they wish to proceed with disclosures and reports of sexual violence
• determining when a disclosure or report of sexual violence must be addressed outside the wishes of a survivor
• providing appropriate referrals to other resources and services
• managing accurate case records, supporting documents and reports

RELATIONSHIPS

Establishes and maintains relationships and alliances. Maintains effective communication. Shares information and readily determines to whom to go for relevant information. Seeks referrals from others with relevant expertise and influence. Partners with others to achieve expectations.

QUALIFICATIONS

Master’s degree in Social Work, Counselling or a related discipline and five years of related experience including crisis intervention, counselling, sexual violence support, education, research and advocacy in a unionized environment or an equivalent combination of education, training and experience.
Knowledge of intersectional, feminist, anti-oppressive and anti-racist practices relating to sexual, intimate and family violence.
Knowledge of supporting survivors from diverse populations recognizing the diversity of experience based on gender identity, sexuality, race, age, class, family status, disability, Indigeneity, immigration status, language, religion, national or ethnic origin, and intersecting identities.
Knowledge of risk and threat assessment in community, family and post-secondary settings
Knowledge of local community based resources
Knowledge of relevant BC legislation including the University Act, Human Rights Code, and Sexual Violence and Misconduct Policy Act
Excellent interpersonal and communication skills
Ability to work with equity seeking groups
Ability to work in and manage crises and resolve conflicts
Ability to work within SFU’s Policy Framework including but not limited to relation to sexual violence & misconduct, human rights, student conduct
Ability to engage and build rapport with various stakeholders and members of the university community
Ability to work independently as well as part of a team
Proficiency in software applications including word processing, database, spreadsheet and presentation
Ability to prepare and present detailed reports and assessments
Satisfactory Criminal Record Check
Ability to work flexible hours including evenings and weekends

Initial Effective Date: October 30, 2017
Latest Revision Date: