

Job ID: SCHII-24-43
Job Title: Case Coordinator
Department: OHRE
Campus: Thunder Bay
Status: Permanent
Job Category: Sch II

Date Posted: July 10, 2024
Closing Date: 24th July 2024

Why Lakehead University?

Thunder Bay is one of Canada's top emerging cities. Here you will find a mix of modern city living and the best of nature – all on your doorstep. Thunder Bay provides small city affordability, big city opportunities and the bonus of a superior lifestyle. When it comes to location, nature and cost of living, Thunder Bay is one of the best places to live in Canada. For more on the vibrant city of Thunder Bay, visit thunderbay.ca.

At Lakehead University we challenge the conventional to provide a university experience that's far from ordinary. Your unique ideas will be respected and encouraged. Join our thriving academic community where you can make a real difference through innovation and collaboration.

Lakehead is a comprehensive University with a reputation for innovative programs and cutting-edge research. In 2022, for the third year in a row, Lakehead University was included in the top 100 of the Times Higher Education Impact Rankings. Lakehead is the highest ranked university in the world with under 10,000 students. Maclean's has once again included Lakehead University among Canada's top 10 primarily undergraduate universities in the magazine's 2023 University Rankings.

About the Office of Human Rights and Equity (OHRE):

The OHRE is an arms-length department serving students, staff, and faculty, addressing complaints of discrimination and sexual violence, supporting accommodations, offering training and education, providing advisory services, and performing policy work to promote equity on campus. The OHRE implements Lakehead's Equity, Diversity, and Inclusion Action Plan, "Accessing Excellence Together."

About this Job

Position Overview:

Reporting to the Director of Human Rights and Equity, the Case Coordinator will manage all sexual and gender-based violence (SGBV) reports and complaints made by students and employees, provide related accommodations and support, educate respondents, participate in campus-wide education and training, and perform administrative tasks.

Key Responsibilities:

1. Sexual and Gender-Based Violence Casework:

- Conduct intake meetings with students, staff, and faculty.
- Use active listening, empathetic responses, and trauma-informed approaches with clients.
- Provide preliminary triage of complaints, appropriate referrals, and arrange accommodations.
- Facilitate informal resolutions of complaints and conduct formal investigations of complaints under the supervision of the Director of Human Rights and Equity
- Manage case documentation in line with privacy and legal requirements.
- Report on case-related information for monitoring and legislative purposes.

2. Prevention Education, Response Training & Outreach:

- Develop and facilitate online and in-person training on OHRE services, SGBV prevention, policies, and more.
- Identify and execute initiatives incorporating evidence-based practices to transform attitudes, behaviors, and cultural norms related to SGBV.
- Collaborate with departments, committees, student organizations, and community-based organizations to address campus needs on SGBV prevention and response.
- Develop and disseminate SGBV prevention materials and resources.
- Track the quantity and impact of events, campaigns, programs, and activities.
- Monitor and contribute to the quality assurance and continuous improvement of prevention programming.

3. Administration:

- Support the Director in logistical, administrative, and financial functions of the OHRE.
- Participate in OHRE committee work and support.
- Supervise volunteers and placement students.

Skills and Qualifications:

- Experience working with under-represented groups, particularly in SGBV contexts; lived experience as a member of an equity-seeking community is a significant asset.
- Post-secondary education in a related field or equivalent experience in SGBV prevention, gender equity, or conflict management. Education/training in social work or counselling an asset.
- Strong analysis of oppression and systemic barriers and understanding of the needs and rights of communities facing SGBV.
- Excellent communication and interpersonal skills for one-to-one support, teamwork, and presentations.
- Ability to draft professional correspondence, take appropriate case notes, and manage stress and urgent timelines.
- Curriculum development and training skills for diverse audiences.
- Basic computer skills including Gmail suite, Microsoft Office, Access, and other data tools.

Desired Competencies:

Education, training, or experience in gender equity, intersectionality, investigations, policy development, research, conflict management, curriculum development, unionized environments, legal and regulatory landscapes, or grant writing.

Working Conditions

- Required to work flexible, occasional irregular hours during peak times
- Office environment

What do We Offer?

This position offers a competitive remuneration package including salary, comprehensive benefits package, life insurance, pension plan, and tuition waiver.

How to Apply

Interested applicants may apply by clicking on this link to [this Google Form](#) and attaching your cover letter and resume in word or PDF format.

If you are experiencing any issues with the Google Form, please email humanres@lakeheadu.ca for assistance.

We appreciate your interest; however, only those selected for an interview will be notified. Lakehead University is committed to creating a diverse and inclusive environment and welcomes applications from all qualified individuals including women, racialized persons, Indigenous people, persons with disabilities and other equity-seeking groups. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority. This is in accordance with Canadian immigration requirements.

Lakehead University is committed to supporting an accessible environment. Applicants requiring accommodation during the interview process should contact the Office of Human Resources at (807) 343.8334 or human.resources@lakeheadu.ca to make appropriate arrangements