

# JOB DESCRIPTION – Case Management System Lead

## About Us

The Alberta Regional Victim Serving Societies (RVSS) provide a broad range of services under the *Victims of Crime and Public Safety Act*, and in partnership with the Government of Alberta (GoA), the Alberta RCMP, specialized and community-based victim serving organizations, municipalities, and other local agencies.

The RVSS assists victims of crime throughout the criminal justice process by providing the core services of information, support, and referrals. The RVSS also supports communities by providing resources and support to people undergoing loss and tragic circumstances.

Service delivery is responsive to the needs, concerns, and priorities of clients of the program.

## Roles and Responsibilities

Reporting to the Chief Executive Officer (CEO) of the Eastern Region and employed by the Eastern Alberta Regional Victim Serving Society, the Case Management System Lead will work collaboratively across all four Regional Victim Serving Societies (East, West, Central, and South). The post holder will focus on improving the capabilities and efficiency of processes. They will be a key source of information and analysis to support data driven business decision to better support the needs of victims across our regions. The Case Management System lead will take a proactive approach on system development, implement training, and work with team members to solve system related problem.

- Acquire and maintain a working knowledge of the RVSS and its business environment.
- Lead the design, development and maintenance of reporting systems and dashboards that align with data collection, analysis and reporting requirements.
- Act as the Case Management system expert by providing advice and support to RVSS team members.
- Develop and document consistent approaches to the efficient utilization of the Case Management system and other software.
- Carry out analysis of RVSS data using a variety of statistical and analytical methods including modelling to support evidence-based decision making and quality improvement.
- Coordinate and support Case Management system application testing.
- Develop and oversee a quality assurance process to ensure consistent use and standardization including regular audits.
- Develop and oversee training for RVSS staff and provide supplemental support.
- Review Case Management system data to ensure compliance.
- Support Case Management system optimization including training on advanced features and promoting process standardization and efficiency within the RVSS.
- Create custom reports in the Case Management System to assist operations including performance of staff and management of capacity and demand.
- Recommend strategies, policies and procedures based on assessment and anticipation of organizational needs.

## Qualifications

<b>Education/Experience</b>	<ul style="list-style-type: none"> <li>• Minimum of 2 years experience using case management systems or electronic medical records (or similar)</li> <li>• Experience in project management and implementation.</li> <li>• Experience in providing system application support.</li> <li>• Experience in Excel, utilizing pivot tables.</li> <li>• Experience in using SQL to extract, collate and manipulate data from different sources and databases.</li> </ul> <p><i><b>Note:</b> Equivalencies of a combination of education and directly related experience may be considered to meet the minimum requirements.</i></p>
<b>Assets</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in initiating and leading a team through change, including coaching, motivating and supporting team members.</li> <li>• Familiarity with legislation, government operations, systems, and structures as they apply to the provision victim services in Canada.</li> <li>• Knowledge of performance measures, data collection and program evaluation.</li> <li>• Experience in developing operational plans and policies.</li> <li>• Strong organizational skills that align with time management skills and the ability to efficiently set and meet priorities.</li> <li>• Highly developed written and verbal communication skills with the ability to be confident, clear, respectful, and sensitive.</li> <li>• Strong interpersonal skills, with the ability to build positive and collaborative working relationships with stakeholders, individuals, and teams.</li> <li>• Demonstrated ability to achieve results in the context of a respectful, inclusive, and service-minded style.</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Enhanced criminal record check for vulnerable sector is required (current and clear, completed within 90 days of hire date).</li> <li>• RCMP security clearance (reliability check) may be required.</li> <li>• Valid class 5 driver's license (or provincial equivalent).</li> </ul>
<b>Salary</b>	

\$31.25/hour- \$37.35/hour

## Location

The location of the Case Management System Lead is flexible within Alberta. Travel to various communities may be required.

## How to Apply

Starting with the hiring process, we are committed to having an accessible, diverse, inclusive, and barrier-free work environment where everyone can reach their full potential. We encourage all qualified persons to apply.

Please send your resume and cover letter describing your experience and your motivation for wanting to join the Eastern Alberta Regional Victim Serving Society to: [careers@earvss.ca](mailto:careers@earvss.ca)

Applicants will be assessed according to the qualifications outlined in the position posting to ensure a fulsome and diverse team that is representative of the Albertans we serve and support.