

## New

Ministry

Justice

### Describe: Basic Job Details

#### Position

Position ID

Position Name (30 characters)

Family Violence Court Liaison

Requested Class

Human Services Worker 5

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Justice (CA14)

Cost Centre

600926

Program Code: (enter if required)

#### Employee

Employee Name (or Vacant)

Vacant

#### Organizational Structure

Division, Branch/Unit

Business and Resolution Services (43140041)

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Tara Gauvreau

Supervisor's Current Class

Manager (Zone 2)

### Design: Identify Job Duties and Value

#### Job Purpose and Organizational Context

Why the job exists:

This position reports to both a Team Lead and the Manager of Gender-Based Violence Programs. The Family Violence Court Liaison provides direct support to Albertans experiencing family violence as they navigate multiple court proceedings.

In addition, the role supports Family Court and service delivery staff by acting as the key liaison between matters occurring in family, child protection, and criminal courts. The liaison ensures the consistent delivery of high-quality services to individuals across Alberta who are dealing with family violence and multiple legal matters.

Key responsibilities include collaborating with subject matter experts across divisions and ministries, working closely with the judiciary, community organization leaders, and legal professionals, all while advancing the branch's priorities.

#### Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

#### Intake and Assessment

- Complete intake to assess for program suitability
- Provide services, including assessments and referrals to appropriate resources.
- Inform clients about the communication processes and potential information sharing between family, child protection, protection orders, and criminal court proceedings.

### **Case Management**

- Manage complex cases, coordinating information and communication between court staff, legal aid, lawyers, agency representatives, and other involved parties.
- Complete required information sharing agreements and consents.
- Assist clients and families in navigating the court system when multiple and complex legal matters are involved.
- Offer ongoing court support, including referrals and resources, as necessary.
- Collaborate with Family Court Counselors, Children and Family Services, Alberta Supports, legal counsel, and community organizations to provide coordinated services and ensure optimal family support.
- Respond to judiciary requests, directions, and actions within the scope of the role.
- Attend court hearings as required.

### **Consultation and Collaboration**

- Develop and maintain strong working relationships with both internal and external stakeholders, such as lawyers, legal aid, community legal centers, women's shelters, Indigenous counseling services, family violence supports, community agencies, and police services, to facilitate information sharing and enhance client services.
- Participate in cross-ministry working groups and committees as required.

### **Documentation and Reporting:**

- Maintain accurate and up-to-date case records and documentation related to client services, court activities, and outcomes.
- Enter relevant data into the family court database or case management system, ensuring compliance with legal and organizational requirements.

### **Case Follow-up and Monitoring:**

- Follow up with clients after court hearings to provide additional support and resources as required.
- Monitor ongoing cases to identify any emerging issues and respond proactively to ensure client needs are met.

### **Confidentiality and Ethics:**

- Ensure all client interactions and information are handled in accordance with confidentiality guidelines and ethical standards.
- Respect the privacy and dignity of clients, particularly when dealing with sensitive family matters.

## Occasional On-Call Duties:

- Travel and on call duties may be required.

## Problem Solving

Typical problems solved:

The Family Violence Court Liaison frequently navigates situations that involve ambiguity and must apply sound judgment and problem-solving skills to balance the needs of clients and court professionals in terms of information sharing and coordinating agreements and orders. To excel in this role, the ideal candidate will need to:

- **Build Collaborative Relationships:** Establish strong working relationships and collaborate effectively with individuals across various court and agency settings. For example, the liaison is required to participate in multi-disciplinary teams and committees to exchange information related to court matters.
- **Facilitate Decision-Making and Consensus Building:** Support planning and decision-making processes by fostering consensus among stakeholders. This is essential when collaborating with working groups to identify issues and develop solutions.
- **Ensure Information Compliance:** Identify information-sharing needs and ensure compliance with relevant agreements and privacy policies. For instance, this includes sharing information between family members and the court while adhering to legal and privacy requirements.

Types of guidance available for problem solving:

This position works in collaboration with the Team Lead and Manager, Gender Based Violence Programs, to achieve shared goals.

Direct guidance is available from the team lead, and significant expertise can be drawn on from team members and support staff across the division.

Services are also guided by many pieces of legislation, including: Criminal Code, Youth Criminal Justice Act, Civil Enforcement Act, Divorce Act, Family Law Act, Child Youth and Family Enhancement Act, Protection Against Violence Act, Provincial Court Act and Regulations, Rules of Court, Child Support Guidelines, Drug Endangered Children's Act, Protection of Children against Drug Abuse Act, Protection Against Sexually Exploited Children Act, Landlord Tenant Act, Traffic Safety Act, the Mental Health Act.

Direct or indirect impacts of decisions:

This position has a direct impact on the delivery of Resolution Services programs. As such, this position has an indirect impact on the broader branch and division, as well as Albertans who engage with the justice system, the Judiciary, and community stakeholders.

## Key Relationships

Major stakeholders and purpose of interactions:

Internal Contacts:

- Business and Resolution Services staff to exchange information and referrals.
- Team members from all Resolution Services to consult, collaborate and share information.
- Court Administration (King's Bench and Provincial Court) relating to court documentation and court orders.

- Judiciary, to ensure seamless service delivery for client.
- Other ministries (i.e. Children Services) for consultation, family violence issues, and information sharing.
- Resolution Services Directors for program policy and procedure.
- Resolution Services Legal Counsel for legal consultation and clarification.

External Contacts:

- Clients who have multiple court matters in Alberta.
- Legal community and agent for information sharing and case consultation.
- Family Court Counselors for referrals and case consultation.
- Policing agencies and probation for information sharing.
- Other government and non-government agencies for referrals and coordinating services.

**Required Education, Experience and Technical Competencies**

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

Social Work, Social Sciences

Job-specific experience, technical competencies, certification and/or training:

The ideal candidate will have strong communication skills, extensive knowledge of family violence issues, and the ability to navigate complex legal and social service systems.

Academic preparation (undergraduate degree or equivalent) in related area, supplemented by two years related experience. Related experience or education may be considered as an equivalency on a one for one basis.

Awareness and/or familiarity with some of all of the following:

- o Related regulations and codes (e.g. GOA Code of Conduct and Justice Supplementary Code of Conduct, Freedom of Information and Protection of Privacy Act, College of Social Work Code of Ethics, Family Mediation Code of Ethics, Law Society of Alberta Code of Professional Conduct, Public Media Access Guide, Practice Notes to the Alberta Rules of Court).
- o Related legislation (e.g. Criminal Code, Youth Criminal Justice Act, Civil Enforcement Act, Divorce Act, Family Law Act, Child Youth and Family Enhancement Act, Protection Against Violence Act, Provincial Court Act and Regulations, Rules of Court, Child Support Guidelines, Drug Endangered Children's Act, Protection of Children against Drug Abuse Act, Protection Against Sexually Exploited Children Act, Landlord Tenant Act, Traffic Safety Act, the Mental Health Act).

Thorough knowledge of the dynamics of family violence, child protection, and safety planning.

Knowledge of child development, attachment theory and temperament as it relates to separation and divorce.

Knowledge of Alberta court procedures, court etiquette and trends.

Knowledge of various related community resources.

### Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Agility	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works in a changing environment and takes initiative to change:</p> <ul style="list-style-type: none"> <li>• Takes opportunities to improve work processes</li> <li>• Anticipates and adjusts behaviour to change</li> <li>• Remains optimistic, calm and composed in stressful situations</li> <li>• Seeks advice and support to change appropriately</li> <li>• Works creatively within guidelines</li> </ul>	<p>To be successful in this role, the Liaison will need to regularly adapt to changing priorities, adjusts projects and deliverables to take advantage of opportunities. Working in a large community with diverse socio-economic and ethnic populations requires the ability to adapt to the specific and complex needs of each client and population.</p>
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Collaborates across functional areas and proactively addresses conflict:</p> <ul style="list-style-type: none"> <li>• Encourages broad thinking on projects, and works to eliminate barriers to progress</li> <li>• Facilitates communication and collaboration</li> <li>• Anticipates and reduces conflict at the outset</li> <li>• Credits others and gets talent recognized</li> <li>• Promotes collaboration and commitment</li> </ul>	<p>Success in this position will require the Liaison to work with various partners within a complex service delivery environment. Their primary contacts will be with Resolution Services program teams, but they will also engage with colleagues in CJS and other divisions, the judiciary, Service Alberta, Court Technology Services, and various ministries as requires.</p>
Drive for Results	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<p>Works to exceed goals and partner with others to achieve objectives:</p> <ul style="list-style-type: none"> <li>• Plans based on past experience</li> <li>• Holds self and others responsible for results</li> <li>• Partners with groups to achieve outcomes</li> <li>• Aims to exceed expectations</li> </ul>	<p>The Liaison will work within confines of tight timelines and in alignment with varying court processes. This position requires the ability to revise and assess the readiness of their work as they assist clients in navigating multiple court systems. To be successful in this role, the Liaison will seek out opportunities to engage both internal and external knowledge in</p>

			setting and accomplishing goals and priorities to support outcomes for Albertans that are consistent with Government and department objectives as well as public expectations for access to Justice.
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	Engages the community and resources at hand to address issues: <ul style="list-style-type: none"> <li>• Engages perspective to seek root causes</li> <li>• Finds ways to improve complex systems</li> <li>• Employs resources from other areas to solve problems</li> <li>• Engages others and encourages debate and idea generation to solve problems while addressing risks</li> </ul>	Success in this position will require the Liaison to regularly work in situations which are unstructured and complex. Additionally, they must support the development of innovative communication methods between court systems and ensure effective and timely delivery of program to achieve anticipated outcomes and benefits

**Benchmarks**

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

- |   |
|---|
| <p>1) Sub 006, Benchmark No. 065HS07, Working Title: "Children's Services Child Intervention Child Intervention Practitioner"</p> <p>2) Sub 006, Benchmark No. 065HS10, Working Title: "Justice Family Court Counselor"</p> |
|---|

## Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor / Manager Name

\_\_\_\_\_  
Date yyyy-mm-dd

\_\_\_\_\_  
Supervisor / Manager Signature

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Director / Executive Director Name

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Date yyyy-mm-dd

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Director / Executive Director Signature

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ADM Name

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Date yyyy-mm-dd

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DM Name

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