

**Compassionate, Steady  
Complainant Support Coordinator  
Part time / volunteer**

The Coordinator will lead the Complainant Support Team in helping people in our communities who have a complaint about a police officer or police policy.

**The Complainant Support Coordinator will:**

- Follow policies and procedures as laid out by the Board,
- Promote COPKA Complainant Support Services,
- Help complainants document their incident and review their options,
- Reach out to police and other agencies to resolve policing issues in a positive manner,
- Maintain confidentiality at all times,
- Manage a confidential database and files, and
- Train and support new complainant support volunteers.

**Candidates should:**

- Have experience with conflict resolution and/or victims in crisis,
- Have respectful and empathic communication skills, both written and oral,
- Be organized and reliable,
- Be comfortable working with a team,
- Have their own personal computer with Windows XP or later software,
- Be familiar with Excel database software, and
- Be willing to undergo a security check.

**Modest Time commitment:** approximately 10 hrs / month, depending on the number of complaints that come in (average 1/month). Work hours are entirely flexible.

For more information, call 613-757-3104. To apply for this position, please send your resume to COPKA, [info@copka.ca](mailto:info@copka.ca).