



Community-Based Victim Services Worker

Part-Time, Permanent

Vernon, BC

Posting:	#2023-012
Hours of work:	21 hours/week; Monday-Wednesday 8:30-4:30pm
Start date:	As soon as possible
Grid level:	13
Wage Range	\$28.00-\$30.00, in accordance with the Collective Agreement
Submission deadline:	Posted until filled
Submit resume to:	Hr@archwaysociety.ca

At Archway Society for Domestic Peace, we are committed to the empowerment of women, children and families in our community. We are a values-based organization with a shared sense of belonging, working collaboratively to cultivate a safe space that respects and supports the traditions, rights, choices and voices of all staff and clients.

We invest in our people – we offer competitive wages, a generous benefits package that includes employer-paid extended health and dental benefits, a defined pension plan, and a supportive team environment where we foster respect, trust, connection and collaboration. We are committed to the personal and professional development of our team via on-going training, clinical support, an employee wellness program and an Employee Family Assistance program for all staff.

Come join us! Create a better world and join a team that supports your personal and professional growth.

Summary of the role:

Provides services and information to victims of power-based crimes, assisting them to navigate the criminal justice, family law and other systems. Works to assess each referral and apply the appropriate response within all relevant policies and procedures. Supervises volunteers and triages referrals to the most appropriate worker. Ensures that victims of crime are given opportunities to address the effects of the crimes committed against them.

For a detailed job description, please visit www.archwaysociety.ca/career-opportunities

Education, Training and Experience:

- A diploma in the social services field.
- Two years recent related experience including supervisory or volunteer management experience.
- An equivalent combination of relevant education, training and experience will be considered.

Knowledge, Skills and Abilities:

- Demonstrated knowledge and experience of the criminal and family justice, health and child welfare systems, and dynamics of violence against women.
- Knowledge of relevant legislation including Victims of Crime Act, Child, Family, Community Services Act, Personal Information Privacy Act, and Infants Act.
- Excellent organizational skills.
- Excellent oral, written and interpersonal communication skills.
- Demonstrated critical thinking and problem solving skills with complex cases and good professional judgement.
- Proven intake and needs assessment skills.
- Demonstrated ability to work effectively with multi-disciplinary case management teams.
- Strong cultural competency and socially inclusive practice.
- A high level of tact, diplomacy and professionalism.
- A high level of discretion and adherence to privacy legislation and policy.
- Proficient in basic computer applications, including Microsoft Office.
- Excellent time management skills.
- Ideal characteristics for position include: articulate, personable, flexible, compassionate, tactful
- Ability to function independently while managing multiple demands and time pressure.
- Understanding of and demonstrated skills and ability to work from a feminist perspective.

Key Responsibilities and Duties:**A. Client Service**

1. Provides trauma-informed response and direct service to victims of crime including assessment of needs, navigation of the criminal justice, family law, health, child welfare and other systems. Assists in triaging referrals for response by incumbent or program volunteer. Uses professional judgement to assess immediate needs in order to provide emotional and practical support to clients.
2. Works closely with internal stakeholders and referring agencies to coordinate service for victims of crime. Ensures that victims of crime are connected to the appropriate victim service program as per the regional protocol.
3. Provides navigation of the criminal justice, family law, health, child welfare and other systems. Provides court preparation, accompaniment and support. Ensures victims are informed of their rights under the Victims of Crime Act and other relevant legislation. Advocates for service and information as necessary
4. Assesses eligibility and assists with applications to Crime Victim Assistance Program funding.
5. Completes risk assessments and supports client to engage in personalized safety planning.
6. Understands and applies knowledge about high risk domestic violence. Refers to the Interagency Case Assessment Team (ICAT) as indicated by the assessed risk level. Is a regular member of the ICAT team and acts a liaison between the team and the client.
7. Provides emergency response support where needed, as requested by the Program Manager.
8. Develops and maintains positive, therapeutic relationships with clients.

B. Programs Administration

1. Maintains client records and appropriate documentation according to Records Management Guidelines and agency policy. Ensures client records are securely stored. Ensures all required documentation is complete and accurate.
2. Maintains and submits accurate statistics and reports as required by the funder, the Society or as requested by the Programs Manager.
3. Develops and maintains a collection of resource materials for clients.
4. Ensures that policies and procedures are adhered to in the delivery of service.
5. Submits employment records such as Time Sheets, Mileage Reports and Professional Development forms to the Programs Manager in a timely fashion.

C. Organizational Role

1. Participates and contributes as a member of the Victim Services and Community Programs teams. Builds and maintains positive relationships and works collaboratively with the other victim service programs.
2. Provides supervision and guidance to program volunteers.
3. Adheres to the philosophies, policies, procedures and Code of Ethics of the Society.
4. Accounts to the Community Programs Manager and participates in regular supervision.
5. Ensures that personal safety of self is at the forefront in delivery of services. Communicates promptly with the Programs Manager regarding any personal safety concerns.
6. Takes steps to maintain personal wellness by participating in peer support activities, clinical supervision or other remedies as required.
7. Participates in professional development through workshops, inservice training, etc. as required. Develops and maintains current knowledge of the effects of power-based crimes and the justice systems.
8. Communicates with Society staff regarding the services of the Community -based Victim Services Program. Provides information to Society staff with respect to serving victims of crime.

D. Community Role

1. Initiates referrals and liaisons with community agencies as required by each client's case.
2. Participates in community coordination activities to enhance client service and promotes the Community-based Victim Services program, and where required by Program Manager. Seeks opportunities to collaborate with other internal and external services in order to meet the needs of the client.
3. Participate in presentations and public awareness about the Community-based Victim Services program, power-based crimes and the services offered.
4. Represents the Society positively and professionally in the community and in all activities.

E. Other

Performs other duties as directed

Additional Job Information:

- A Criminal Records Check for working with vulnerable people is required.

- Membership with the BC Government and Service Employees' Union is required.
- A valid Driver's license and availability of personal vehicle for work purposes is required.

Archway Society has an Accredited Facility Dog working in our Community Programs, the canine may be present in meetings attended by the person in this position

Resumes from qualified candidates who identify as First Nations, Metis, Inuk, Black, trans, a person with a disability, or an individual from other equity seeking groups are encouraged to apply.

To Apply:

Please submit resume with cover letter to hr@archwaysociety.ca quoting **Competition #2023-012**.