External Employment Opportunity

We are inviting applications for a

Outreach Worker
Permanent Part-time

Posting:	#2026-10
Posting date:	November 2, 2026
Hours:	Part-time, 21 hours/week (Wednesday-Friday 8:30am-4:30pm)
Location:	Outreach Hub – Casimir Court
Start date:	As soon as possible
Grid level:	12
Classification:	Integrated Program Coordinator 1 & Victim Services Worker
Wage rate:	$32.00-33.75
Submit resume to:	Hr@archwaysociety.ca

Job Summary:

Provides mobile response and supportive brief counselling (individually or in a group) to women and their dependent children who have experienced violence, abuse and threats. Initiates safety planning, problem solving and referrals. Provides transportation, advocacy and accompaniment to related services such as income assistance, lawyers, housing agencies, MCFD, health services and RCMP. Works to assess each referral and apply the appropriate response within all relevant policies and procedures. Assists members of the general public to access and use Public Legal Education and Information (PLEI) resources and other Legal Aid BC services to resolve legal questions. Works to raise awareness of and promote Legal Aid BC services in the community. Supervises volunteers and triages referrals to the most appropriate worker.

Serves neighbouring rural areas such as Armstrong, Coldstream, Enderby, Falkland, Lumby, Splats'in and Okanagan Indian Bands.

Education, Training and Experience:

- Diploma in a related human/social service field.
- Specific training providing services to women who have experienced violence.
- Specific training and/or experience related to crisis response.
- Two years recent related experience, including experience supervising volunteers.
- An equivalent combination of relevant education, training, and experience will be considered.

Knowledge, Skills and Abilities:

- Good knowledge of feminist practice.

- Woman-centred analysis of violence against women.
- Excellent crisis intervention skills.
- Excellent oral, written and interpersonal communication skills.
- Good knowledge of the mental health system, tenants' rights, workers' rights, substance use issues, MCFD policies, the justice system and community-based program services and related provincial and community support systems; must have an appropriately insured vehicle in good operating condition at work and a valid Class 5 driver's license.
- Proven intake and needs assessment skills.
- High level of tact, diplomacy and professionalism to work with service providers and multidisciplinary case management teams in the community.
- Excellent ability to work independently while managing multiple demands and time pressure.
- Demonstrated critical thinking and problem-solving skills with complex cases and good professional judgement.
- Strong cultural competency and socially inclusive practice.
- Proficient in basic computer applications, including Microsoft Office and other software applications.

Key Responsibilities and Duties:

Client Service

- Provides trauma-informed response and direct service to victims of violence including assessment of needs, navigation of the family law, health, child welfare, and other systems.
- Uses professional judgement to assess immediate needs in order to provide emotional and practical support to clients. Provides referrals to appropriate resources.
- Works closely with internal stakeholders and referring agencies to coordinate services.
- Provides individual and group support to women and their children who have experienced violence, abuse or threats or are at risk of same including current or past residents of the Vernon Women's Transition House.
- Provides advocacy and accompaniment through the legal, social services, income assistance, housing and medical systems.
- Provides support, advocacy, accompaniment and transportation to appointments (RCMP, MCFD, court, hospital, etc.)
- Provides crisis debriefing and emotional support to clients impacted by intimate partner violence
- Provides emergency response support where needed, appropriate and possible.
- Keeps up-to-date with community resources, relevant legislation (such as criminal law, family law, tenant's rights, welfare policies and regulations), poverty issues, and mental health and substance use issues.
- Completes Risk Assessments and supports clients to engage in personalized safety planning, maintaining heightened awareness of high-risk situations resulting from the location of the work performed
- Maintains awareness of and compliance with the Service Principles and Service Guidelines of the agency's contract with the Ministry of Justice, Schedule A, Outreach Services program.
- Connects clients to appropriate legal supports, aids and resources.
- Develops and maintains positive supportive relationships with clients while demonstrating respect for personal values, beliefs, culture and choices.

- 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 as a liaison between the team and the client.
- May assess eligibility, and provide assistance with applications (i.e. CVAP, SGBV and BC Housing etc.).

Program Administration

- 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.
- Maintains and submits accurate statistics and reports as required by the funder, the Society or as requested by the Programs Manager.
- Develops and maintains a collection of resource materials for clients.
- Ensures that program standards, policies and procedures are adhered to in the delivery of service.
- Under the direction of the Program Manager, oversees the day-to-day operation of the program by ensuring that the necessary facilities and equipment are in place, program guidelines and policies are adhered to, and the program standards are met
- Makes recommendations to the Program Manager regarding program development, policy and procedure formulation and program evaluation
- In consultation with the Program Manager, plans, develops and implements the Outreach program ensuring services meet client needs, organizational objectives, and adhere to the provisions within the funding agreement
- Submits employment records such as Time Sheets, Mileage Reports and Professional Development forms to the Programs Manager in a timely fashion.

Organizational Role

- Participates and contributes as a member of the Integrated Support Services team including participation in staff meetings.
- Adheres to the philosophies, policies, procedures and Code of Ethics of the Society.
- Accounts to the Programs Manager and participates in regular supervision meetings.
- Ensures that personal safety of self is at the forefront in delivery of services. Communicates promptly with the Program Manager regarding any personal safety concerns.
- Takes steps to maintain personal wellness by participating in peer support activities, clinical supervision or other remedies as required.
- Participates in professional development through workshops, in service training, etc. as required. Develops and maintains current knowledge of the effects of power-based crimes and the justice systems.
- Provides supervision and guidance to program volunteers and practicum students through coaching and mentoring, orienting and onboarding, coordinating volunteer/student schedules, and demonstrating work procedures.

Community Role

- Develops and maintains positive relationships with social service providers, RCMP, health service providers, educational facilities, services specific to First Nations, immigrant services, alcohol and drug service providers, counselling services, housing agencies and others throughout the community.

- Initiates referrals and liaisons with community agencies as required by each client's case and where indicated.
- Participates in community coordination activities to enhance client service and promote the Outreach Services program, where required by the Program Manager. Seeks opportunities to collaborate with other internal and external services in order to meet the needs of the client.
- Participates in the recruitment of volunteers in the legal community to support clients navigating the family law process.
- Supports culturally-appropriate community education and awareness related to the effects of violence against women, violence prevention and related services through community presentations, networking, program promotion and participation in community events.
- Promotes Outreach services in the community through meetings, forums, and presentations.
- Participates in Legal Aid BC-sponsored conferences and relevant community-based conferences and events to promote the Legal Aid BC services.
- Participates in community development and PLEI for advocates, Aboriginal and other community stakeholders and the general public.
- Maintains and distributes a current supply of Legal Aid BC and other public legal education and information (PLEI) materials that are accessible to the public at locations providing intake services, including courthouses, and at agencies providing service to low income clients.
- Liaises with community groups, organizations and intermediaries to improve awareness of Legal Aid intake services and PLEI materials.
- Represents the Society positively and professionally in the community and in provincial liaison activities.
- Participates in presentations and public awareness about Domestic and Sexual Violence and the services offered.

Other

- Performs other duties as assigned

Additional 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.

To Apply:

Please submit resume with cover letter to hr@archwaysociety.ca quoting **Competition # 2026-010** in subject line.

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.