



Community Based Victim Services Worker
Full-Time, INTERNAL & External Posting
Competition #: 2024-04

Date Posted:	April 24, 2024
Start Date:	As soon as possible
Compensation:	Grid Level 11, \$27.54-\$31.61
Hours:	35 Hours a week, Monday-Friday during business hours. After hours may be required with advance notice.
Location:	Langley, BC
Reports to:	Coordinator of Women's Support Services
Closing Date:	12:00PM May 2, 2024

Job Summary

Provides support services, practical assistance, information, and referrals to clients who have been the victims of a power-based crime. Responsible for providing direct program services: assisting women and their children with safety planning; risk assessment; court orientation and accompaniment; crown interviews; providing client centered emotional and practical support, information, resources, and referrals; liaising on women's behalf with crown counsel and police; assisting with Crime Victim Assistance Applications and Victim Impact Statements.

Key Duties and Responsibilities:

- Outlines services provided by the program and makes referrals to other programs within IWRS. Provide support and information around dynamics of abuse, victims' rights and the right of the accused, roles of the justice system and their representatives.
- Explains the role of the Victim Service Worker and limits of confidentiality.
- Provides emotional and practical support based on client needs using peer support techniques and psychoeducational support groups.
- Provides opportunities for women that offer education, peer support and social interaction, recreation, and resources.
- Assists women's needs, identifies risks and safety plans accordingly. Provides information on and referrals to other community service providers as required and provides emotional and practical support based on client needs.



- Assist women with form completion such as, Crime Victim Assistance Application, registration form for Victim Safety Unit, and Victim Impact Statement.
- Recommends appropriate services to clients such as counsellors, legal aid, physicians, Income Assistance, and mental health services.
- Provides criminal court support by explaining court processes, trial procedures, court orientation and preparation. In exceptional circumstances a Victim Support Worker will attend Family Court to provide emotional support.
- Provides accompaniment and/or transportation to meetings and appointments, court, crown appointments, police, and medical appointments.
- Participates in public education to raise awareness of physical or sexual assault and/or abuse. Participates in inter-agency and related meetings and network with other related agencies and groups as requested.
- Takes advantage of in-service training, conferences, classes, and related opportunities whenever possible especially those related to domestic violence.
- Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations. Liaises with and/or promotes the interests of women with other community service providers.
- Attends the Monthly Highest Risk Meetings in the Langley Community and participates in ICAT's when necessary to speak on behalf of the woman and makes sure the focus remain on hers and her children's safety, and appropriate measure are being taken to monitor the accused.
- Maintains records, documents, forms, and statistical information using Microsoft office suite and other relevant databases.
- Maintains confidentiality of clients and clients related information.
- Cultivates a positive, inclusive work environment and fosters trust and cohesion between staff and programs.
- Performs other related duties as required.

Qualifications:

- 2 years direct experience or relevant experience and/or related post-secondary education
- First Aid Certificate with St Johns, Red Cross, or affiliate.



- An intersectional feminist perspective, empathetic, ability to work independently and in a group, conflict resolution skills.
- Fluency in languages other than English a definite asset.

Education and Experience

- Requires a diploma in a related human / social service field.
- Intersectional feminist, anti-oppressive analysis of violence against women.
- Thorough understanding of harm reduction especially as it relates to women, violence, mental wellness, and struggles with substance use.
- Non-Violent Crisis Intervention Certificate and Naloxone Training assets.
- Two years recent related experience.
- Leadership and supervision skills or an equivalent combination of education, training and experience.

Skills and Abilities:

- Ability to practice empathy and to constructively resolve conflict with colleagues and women accessing services.
- Good interviewing and assessment skills, good oral, written and interpersonal communications skills.
- Ability to multi-task and prioritize competing demands.
- Ability to work in a group as well as independently while guided by organizational policies.
- Competent in using Microsoft office suites such as outlook, word, excel, and cloud-based services.
- Fluency in languages other than English an asset.
- Ability to meet the physical demand of the job.

Required:

- Standard First Aid Certificate CPR Level C with AED, WorkSafe BC Approved / OFA Level
- Class 5 driver License and access to own vehicle required.
- Appropriate vehicle insurance required.
- Vulnerable sector criminal records check required.
- Ishtar Society is a BCGEU unionized workplace. This position requires Union membership.

Please send a cover letter describing how you meet the qualifications of this posting together with your current resume to: employment@ishtarsociety.org **Subject line should include 2024-04CBVSW.**

No phone calls please. We thank all candidates for their interest; however, only those applicants selected for an interview will be contacted.