



VLMFSS

**JOB POSTING (INTERNAL & EXTERNAL)
COMMUNITY- BASED VICTIM SERVICES WORKER
MULTICULTURAL COMMUNITY OUTREACH WORKER**

Vancouver & Lower Mainland Multicultural Family Support Services Society (VLMFSS) is a non-profit organization that offers free and confidential services with immigrant and refugee women, children and their families who are experiencing family violence.

VLMFSS is committed to equity in hiring. We strongly encourage applicants from Immigrant, refugee and racialized women with diverse cultures and fluency in languages.

JOB SUMMARY

The Community-Based Victim Services (CBVS) Worker is proficient in English and fluent in Punjabi, Hindi languages. The CBVS program provides services with victims/survivors of violence in relationships, particularly criminal offenses such as physical assault, sexual assault, harassment, and other gender-based criminal offences. The program works closely with police-based victim services programs in the Lower Mainland.

The Multicultural Outreach Community Worker must be proficient in English along with proficiency in the Punjabi and Hindi languages. The Multicultural outreach worker will provide crisis support and advocacy with immigrant and visible minority women and their children who are facing family violence.

Required Qualifications:

Education

- *Knowledge of Crime Victim Assistance Program*
- *Knowledge of crisis intervention and support skills*
- *Relevant university degree (Social Work, Psychology or Criminology); or diploma/certificate in social services; or extensive work-related experience and participation in related continuing education programs*
- *Knowledge of dynamics of gender-based violence, and acculturation issues impacting immigrant, refugee and visible minority families and children*
- *Knowledge of the BC Violence Against Women in Relationships (VAWIR) policy and Victims of Crime Act (VOCA)*
- *Experience in providing crisis-intervention over the phone and in-person.*

- *Experience in advocating on behalf of vulnerable populations*
- *Ability to be empathetic and sensitive to socio-economic and ethno-cultural values*
- *Effective cross-cultural communication, interpersonal and organizational skills*
- *Knowledge of other languages is an asset*
- *Knowledge of relevant resources*
- *Ability to work effectively with other professionals in the community*

Experience:

- *Work experience with women, children, and families from various ethno-cultural backgrounds who experience/witness violence*
- *Experience in providing cross-cultural sessions in individual and/or group settings using trauma-informed & evidence-based practice, psycho-educational and strength-based approaches*
- *Demonstrated ability to conduct cross-cultural assessment to identify risk and protective factors and determine the impact of the violence experienced/witnessed to develop safety planning, and support to the victim/survivor.*
- *Experience working cooperatively and respectfully with diverse professionals from educational, legal, and other members of the community*
- *Experience and familiarity with the justice system and social services*
- *Ability to work cooperatively and effectively with justice system personnel and other victim service and community programs*

Other Requirements:

- *Proficient in using office equipment, software applications and ability to run online/virtual programs.*
- *Maintenance of confidentiality regarding organizational operations, fiscal management, and donor information*
- *Use of an automobile is not a requirement for performing the duties of the job*
- *Having a driver's license is an asset.*

Requirements: *Satisfactory Criminal Record Check*

Location: *In-person*

Hours of Work: *35 hours/week Monday to Friday
9 am to 5 pm*

Salary: **\$27.54- \$31.61-** *Grid Level 11 JJEP
Grid. This position requires union
membership.*

Closing Date: *May 22nd, 2026, 5 pm*

Note: *The position will be filled using a rolling
recruitment process and
applications will be considered as
they are received. Only those
selected for an interview will be
contacted.*

*Please email your resume and cover letter including the languages you are fluent in, to:
againstviolence@vlmfss.ca*

Thank you for your interest.