

Are you passionate about supporting individuals impacted by abuse and sexualized violence and advocating for safer, more just communities? We are seeking a **Community Based Victim Services – Specialized Family, Child & Youth Caseworker** to provide developmentally appropriate, trauma-informed, client-centered support to families, children and youth impacted by power-based crimes, including sexualized violence, gender-based violence, intimate partner violence, and child abuse.

This is a frontline, community-based role where your expertise, empathy, and advocacy skills will have a direct and lasting impact on people navigating some of the most challenging moments of their lives. These programs support individuals of all genders and is grounded in inclusive, client-centered practice

About Us:

KWS has been providing programs and services for people impacted by Domestic Abuse since 1980. Our programs include emergency and second-stage housing, PEACE program, community-based victim services, sexualized assault services, education and prevention initiatives, a 24/7 support line, and a community thrift store. We are committed to fostering safety, choice, and inclusion, and believe in building a community free from abuse and sexualized violence through education, support, and strong partnerships.

Summary:

As a Community-Based Victim Service Worker, you will provide client-centered, person-led support to individuals and families impacted by crime and trauma. You will work closely with CYAC, RCMP, MCFD, police-based victim services, Crown Counsel, and other justice, social and community service providers to ensure coordinated, timely, and respectful care.

Your work will include crisis response, safety planning, justice system navigation, court accompaniment, advocacy, and community outreach all grounded in trauma-informed, culturally safe practice.

Key Responsibilities:

Client Support & Advocacy

- Provide immediate emotional support, crisis intervention, and supportive listening.
- Conduct intakes, risk assessments, and collaborative safety planning.
- Develop survivor-led service plans using informed consent and trauma-informed care.
- Assist clients with applications (e.g., Crime Victim Assistance Program, victim impact statements).

- Accompany clients to police, court, Crown Counsel, medical, housing, or other appointments (with consent).

Justice System Navigation

- Provide clear information about police processes, investigations, charges, protective orders, and court procedures.
- Offer court orientation and explain legal rights, responsibilities, and options.
- Support clients through the criminal justice process, including updates and restitution information.

Collaboration & Community Engagement

- Work collaboratively with CYAC, RCMP, Crown Counsel, probation, child welfare, health services, child and family serving organizations and community agencies.
- Participate in case conferencing and cross-system planning, ensuring confidentiality and consent.
- Engage in outreach and community education to raise awareness of victim services and power-based violence.
- Build strong relationships with Indigenous organizations, child and family serving organizations and community partners.

Documentation & Program Administration

- Maintain accurate, confidential client files, case notes, and service records.
- Collect and submit statistics and reports in accordance with funder and organizational requirements.
- Follow all policies, procedures, and ethical standards.

Knowledge, Skills & Strengths

- Strong understanding of the criminal and family justice systems, health and child welfare systems.
- Knowledge of relevant legislation (e.g., Victims of Crime Act, CFCS Act, PIPA).
- Knowledge of child development and the impacts of power-based violence within family and caregiving contexts
- Proven crisis management skills and comfort working in high-pressure situations.
- Excellent communication, critical thinking, and problem-solving skills.
- Strong cultural competency and commitment to inclusive, respectful practice.
- High level of professionalism, discretion, and adherence to privacy standards.

- Proficiency with Microsoft Office and client management systems.

Requirements:

- Degree or diploma in social work, criminology, counselling, or a related field (or equivalent experience).
- Minimum 2 years' experience in community-based victim services, anti-violence work, or a related role.
- Valid BC driver's license and access to a reliable vehicle.
- Ability to work flexible hours, including evenings and weekends.
- Clear criminal records check and vulnerable sector check (enhanced check may be required).

Location: Central Okanagan

Hours of Work: 35 hours/week (flexibility to work evenings and weekends as needed)

Pay: \$31.56/hour

Benefits:

- Dental
- Extended Health Care
- Pension Plan
- Paid Sick Leave
- Long Term Disability
- Outside of Canada Emergency Travel Insurance
- Employee Family Assistance Program
- Wellness Discounts
- KWS Thrift Store Discount

Closing Date: open until filled

Why Join Us?

Be part of a mission-driven organization making a difference in the lives of children and families. Work in a supportive, collaborative, and inclusive environment. Access professional development opportunities to grow your career.

If you are ready to make a meaningful impact on the lives of those affected by domestic abuse, we encourage you to apply. Join us in our mission to create safer, more empowered communities. Apply now to be a part of our dedicated team at KWS.

How to Apply?

If this sounds like the opportunity you've been waiting for, we'd love to hear from you!

Please send your resume and a thoughtful cover letter explaining why you're the perfect fit for this role.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

Join us in making a difference!

Please visit our [careers](#) page to see more job opportunities.

We acknowledge that the KWS is located on the ancestral, traditional and unceded territory of the Syilx Okanagan Nation.