



surrey women's centre

Job Title	Court Victim Support Worker
Job Location:	Surrey Women's Centre (SWC)
Reporting Relationship:	Court Victim Support Team Coordinator

KEY RESPONSIBILITIES	RESULTS/DELIVERABLES/ACCOUNTABILITIES
Victim Support Work	<ul style="list-style-type: none"> • Provides court intervention, emotional support, and practical assistance to survivors. • Assesses the safety of survivors and supports them in reducing safety risks. • Assesses survivor's needs and provide appropriate referrals and resources. • Promotes the interests of survivors and advocates on their behalf. • Provides information about and assistance with the police, criminal court, and medical systems. • Provides case-specific information and updates to clients. • Provides Intake Line support as assigned. • Provides accompaniment and/or transportation to RCMP, Crown Counsel, court and medical appointments as assigned. • Provides court orientation as assigned • Liaises between survivors and Crown Counsel, RCMP and other agencies. • Maintains accurate up-to-date client records, including documentation of all client contacts, referrals to and consultation with community agencies and professionals. • Provides narrative and statistical reports regarding service delivery to the Program Director, Executive Director, funding and regulatory bodies as required.
Community Relations	<ul style="list-style-type: none"> • Consults networks and liaises with community agencies and professionals to maintain up-to-date information on available resources; maintains positive community relations and builds mutually beneficial partnerships. • Promotes community awareness of the program, services and issues related to sexual and physical violence. • Develops, implements, and maintains local victim service coordination protocols. • Meets regularly with other local victim service programs.
Resource Development	<ul style="list-style-type: none"> • Maintains effective relations and communications with SWC key stakeholders such as members, donors, funding bodies and prospective sources of revenue • Supports and participates in SWC special events and fundraising initiatives



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Regulatory Compliance	<ul style="list-style-type: none"> • Privacy Act
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QUALIFICATIONS	
Experience:	<ul style="list-style-type: none"> • Minimum of one year experience in a Victim Support role • Previous experience with gender-based violence • Demonstrated knowledge of working within a feminist, trauma-informed, harm-reduction perspective. • Working knowledge of relevant provincial protocols related to domestic violence • Demonstrated knowledge of Provincial and Supreme court proceedings, terminology, and processes
Skills & Abilities:	<ul style="list-style-type: none"> • Ability to organize daily workload by priorities • Must be able to meet deadlines in a fast-paced changing environment • Creative problem-solver • Delivers message in a clear, compelling, and concise manner • Professional level of verbal and written communication skills <ul style="list-style-type: none"> ○ Additional languages, including Punjabi and Hindi would be considered an asset. • Ability to work well under pressure and in changing situations • In-depth understanding of the entire Microsoft Office Suite • Knowledge of the criminal justice system is required.
Education:	<ul style="list-style-type: none"> • Post-secondary education/diploma in Social Work or other related field • A combination of education and experience will be considered

WORKING CONDITIONS
<ul style="list-style-type: none"> • This position normally works in a regular office environment, Monday to Friday, between the hours of 9:30 to 5:00 p.m.; from time to time additional hours may be required to fulfill the duties of the position. • This position is eligible to participate in the flexible workplace agreement.

OTHER REQUIREMENTS
<ul style="list-style-type: none"> • Successful completion of Criminal Record check • Confidentiality as per Agency and legislative requirements

Please submit your resume to	We are looking for Punjabi-speaking applicants.
recruitment@surreywomenscentre.ca	