



JOB DESCRIPTION

TITLE:	Victim Support Worker
PROGRAM:	Counselling & Victim Services
REPORTS TO:	Manager of Client Services
WORKS WITH:	Works with the members of SOWINS': Executive Director, Administration Team, Women's Counsellors, Transition House Women's Counsellor, PEACE (Prevention, Education, Advocacy, Counselling, and Empowerment) Counsellor, Transition House Team, SafeXST Team, Employment Services Coordinator, and Housing Programs Coordinator.

JOB SUMMARY:

Reporting to the Manager of Client Services, the Victim Supporter Workers will provide non-judgmental and professional support to victims of crime and their families. The Victim Support worker will provide services meant to minimize the impact of crime and trauma of victims and assist in their recovery. Their work will involve clientele of all age demographics, differing cultures and socioeconomic backgrounds. They provide seamless service by collaborating with community partners to provide supports through the Criminal Justice System process.

KEY DUTIES AND RESPONSIBILITIES

Client Service:

- Provide short term emotional support which meets the unique needs and concerns of victims and families.
- Where appropriate, provide crisis response services during regular program hours.
- Assist with safety planning and risk assessment.
- Support victims who choose not to report, as well as those who do report a crime to police.
- Provide information and education on the dynamics of abuse and components of crime prevention.
- Support victims by helping them to complete Crime Victim Assistance Program (CVAP) Applications as well as Victim Impact Statements and understanding of the recent changes to CVAP legislation.
- Maintain client confidentiality in accordance with the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Privacy Act (PIPA).

Court Support and Accompaniment:

- Coordinate accompaniment and possibly provide transportation of victims to police, crown counsel, court, community services, or medical appointments where appropriate.
- Provide detailed general and case specific information about the Justice system including: criminal justice system principles, functions and process, rights of the victim and the accused, roles of justice system personnel, court procedures, updates on the

status of the investigation and prosecution, copies of court orders, sentencing, probation, and parole.

- Liaise with Crown Counsel, and provide witness orientation, court tours, and accompaniment.
- Debrief court experience and case outcome.
- Provide information on provincial and federal corrections and the National Parole Board.
- Facilitate registration for notification with the appropriate institution or parole board.
- Assist with victim submissions to national parole board hearings.
- Prepare victims for the offenders' release.

Referrals and Liaison

- Contact incoming referral sources promptly and provide confirmation to the referring agency.
- Conduct victim assessment to identify needs and refer to appropriate resources such as, counselling, legal aide, and medical services.
- Make initial contact for the victim if requested and follow up if appropriate.
- Liaise with RCMP, Crown Counsel, Court Personnel, Corrections, and other agencies and service providers on behalf of the victim.
- Create, contribute to or participate in committees and groups to promote and support victims' rights in the community and the justice system.

Administration and Record Keeping

- Ensure client files are accurate, up-to-date, and stored in keeping with records management guidelines of both the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Privacy Act (PIPA).
- Explain Client confidentiality and ensure consent forms are signed.
- Ensure data entry and statistical reporting is completed according to deadlines.
- Adhere to the agency code of ethics.
- Participate fully in agency tasks, planning meetings, goal setting, and consensus decision making as a member of the collaborative team at SOWINS.

QUALIFICATIONS

Education/Training:

- Diploma in a related Human/Social Services field.
- 3rd Party Reporting training or familiarity with the process.

Experience:

- Two years recent related experience in a community-based setting, including experience working with individuals who have experienced violence or abuse.
- Experience working with diverse clientele who face multiple barriers.
- Demonstrated recent experience with the Criminal Justice System

OR equivalent combination of education, training and experience.

Knowledge:

- Demonstrated recent knowledge of the criminal justice system.
- Demonstrated knowledge of the needs and support required by victims of crime.

- Demonstrated understanding of the both the Freedom of Information and Protection of Privacy Act (FIPPA) and the Personal Information Privacy Act (PIPA) and their impact on counselling for victims of crime.
- Knowledge of other related legislation – such as, but not limited to Federal Corrections, Parole Board, etc.
- In-depth knowledge of SOWINS – or equivalent organization, and other local community agencies.
- Understands the principles and strategies of self-care and their importance as a Victim Support Worker.

Skills/Abilities:

- Demonstrated ability and techniques as they apply to counselling a diverse clientele.
- Excellent interpersonal and communication skills – written and oral.
- Demonstrated proficiency with various computer programs and Microsoft programs – outlook, word, and excel.
- Demonstrated ability to work independently and as part of a team and maintain healthy professional relationships.
- Demonstrated effective time management skills to ensure punctuality and ability to prioritize work.
- Ability to problem solve with clientele and demonstrated ability to make sound professional judgements.

Other Requirements:

- Criminal Record Check.
- Willing to work flexible hours as required by the Executive Director.
- Valid BC Driver's License
- Must have CPR, valid 1st Aid Certificate.

SOWINS Core Competencies:

- Is respectful, non-judgmental and inclusive at all times.
- Follows through on commitments and obligations.
- Works honestly and fairly with staff, colleagues, clients and other organizations with whom we work; communicates effectively.
- Fosters open communications.
- Plans and organizes time effectively and efficiently.
- Represents SOWINS in a positive and professional manner.
- Models the Society's Code of Conduct.

Pending JJEP Evaluation