

Job Description

Worker, Community-Based Victim Services & Women's Outreach Services

Summary:

The Women's Outreach/Community Based Victim Assistance Worker provides direct services to women and trans folks at risk of violence who are accessing Women's Outreach Services and direct victim assistance support to adult and child survivors of family and sexual violence. Services provided in both programs include emotional support, information and referrals, advocacy and accompaniment, safety planning, assistance navigating the justice system, transportation, collaborating with other service providers and systems to effectively meet clients' needs, promoting violence prevention and safety initiatives and community education. This position also provides direct service coverage within existing regular hours in the Community Based Victim Services program.

Key Duties and Responsibilities:

- Women's Outreach - provides emotional support, information and referrals to clients who have experienced, or are at risk of experiencing violence, abuse and/or threats and their dependent children.
- Community Based Victim Services - provides information, referrals, and emotional support around the dynamics and impact of relationship violence, sexual assault, child sexual abuse, elder abuse and family violence
- Provides assistance navigating the Family Justice system to clients.
- Provides educational opportunities, resource materials and referrals to clients. Connect clients with existing services and resources that will promote safety and independence.
- Provides information and assistance to clients re: problem solving, communication, risk reduction, and safety planning.
- Provides legal and resource information, crisis intervention, support and accompaniment to lawyers, MCFD, appointments, Family Court.
- Develops and maintains sound relationships that benefit clients with related services, e.g. Women's Counselling, transition houses, shíshááh Nation, court staff and lawyers, family justice mediators, victim services, police, MCFD, income assistance, mental health and addictions services.
- Keeps updated and knowledgeable on legislation, programs and information necessary to work with in the family court and other social systems
- Works in line with SCCSS mission, vision, values, as well as policies and procedures.
- Works in line with the CBVS and Women's Outreach Services' program specific policies, procedures, and philosophy
- Applies a feminist lens to violence against women and children's exposure to violence against women
- Provides culturally competent and anti-oppressive services ensuring access and respect for a diverse range of people served by both Women's Outreach Services and CBVS.
- Pursues opportunities to supplement funding to support and enhance the program in coordination with the supervisor.
- Answers and respond to calls on the Outreach Line and offer emotional support, debriefing and referrals to resources and other practical assistance
- Supports clients with Life Skills as required
- Assesses safety of clients and their dependent children and develop immediate safety plans when necessary

- Provides advocacy and accompaniment with appropriate services: MCFD, MSD, Legal Aid, RCMP, Family Court, Transition House etc. when requested by client
- Accompanies clients to Family Court, assist with court documents (e.g. family law applications), legal aid applications, advocacy and assistance accessing lawyers and duty counsel, and provide follow up support re: family law cases
- Participates in meetings within SCCSS as well as interagency meetings relevant to the role of Women's Outreach Worker as per direction from the Coordinator
- Maintains daily program records and other administrative systems such as monthly program statistics, files, timesheets, phone log, program emails and other communications systems
- Offers transportation to clients as it relates to services provided by the program
- Provides relief coverage in the Program Supervisors absence
- Plans and facilitates violence prevention and community education initiatives when resources permit
- Collaborates with other SCCSS programs to enrich program delivery and fulfill our mission more effectively.
- Obtains and maintains awareness of the demographic and socio-economic variables of the community and activity works to reduce barriers to services.
- Demonstrates cultural competency working with Aboriginal families and community.
- Support the mission, vision and values of SCCSS including participating in organizational wide initiatives as interested or asked.
- Supports the program Supervisor to develop and establish standards and accountability mechanisms including logic models, monitoring frameworks and evaluation processes including the completion of program(s) reports, stat collection maintenance of relevant documents.
- Assists the Supervisor in creating a learning environment for students and volunteers.
- Ensures effective service delivery consistent with agency mandate, policy, meeting all legal, contractual financial and other compliance requirements.
- Champions ongoing compliance with accreditation standards, new standards and CARF requirements.
- Stays current with SCCSS programs and services.
- May be requested to assist with other duties to aid with the efficient operation of the organization.

Qualifications and skills required:

- Post-secondary degree in social sciences plus two years of relevant experience delivering services to survivors of violence or related field or the equivalent in education and experience.
- Good working knowledge of the Local, Provincial, and Federal legislation and regulations as relevant to the work including BC Family Relations Act.
- Experience working effectively and in a non-judgmental manner with clients from different cultures, ethnicity, and socio-economic backgrounds.
- Experience applying a feminist analysis of gender violence as it affects children, women and trans folks.
- Solid understanding of the systemic issues that need to be addressed in order to decrease violence against women and children.
- A trauma-informed practice approach.
- Experience working in the non-profit sector is an asset.
- Knowledge of the dynamics of violence against marginalized individuals.
- Ability to work flexible hours – may require evening and weekend work to meet the needs of the clients.
- Knowledge of the impacts of colonization, including Residential Schools, on Indigenous people.
- Proven ability to work collaboratively across programs and with community partners.
- Strong computer skills in Microsoft Office suite and
- Victim Services on-line or in person training an asset.
- Experience working with youth and male survivors of violence an asset.
- Excellent communication and organizational skills.

- Master multi-tasker able to identify and act on priorities.
- Successful results of criminal records check.
- Valid driver's license and reliable vehicle is required to meeting and events across the Coast.
- Strong knowledge of SCCSS programs and services.

Working Conditions

- This position works in a variety of locations including community settings and a typical office environment.
- This position may work alone, one-to-one with clients or individuals, with little to no supervision.

Physical Requirements

- Sitting for extended periods of time and computer use.
- Lifting and moving of general office supplies and other related supplies/equipment.

Organizational Relationships

This position reports to the *Lead, Women's Outreach Services*