



JOB POSTING

Job Title: Victim Service Worker (Community-Based Victim Services Program)

Qualifications, Experience & Duties: See job description attached.

Job Location: Campbell River

Hours: 20 hours per week (.5714 FTE)

Status: Regular, part-time

Schedule: To be determined with Executive Director

Salary Rate: \$27.54 - \$31.61 per hour, JJEP grid 11, step 1*

Start Date: TBD

Closing Date: This posting will remain open until a suitable candidate is found.

Apply to (cover letter, resume, and 3 references):

Laurie Overton, Executive Director

Email: laurie.overton@crfs.ca

This position is open to applicants of all genders

This position requires union membership and the completion of a criminal record check

Vehicle required for the performance of duties

Campbell River Family Services Society is an employment equity employer

*All JJEP/Paraprofessional positions are subject to wage grid levels. Positions begin at Step 1 and are increased to Steps 2 through 4 based on number of hours worked



CAMPBELL RIVER FAMILY SERVICES SOCIETY

JOB DESCRIPTION

PROGRAM TITLE: COMMUNITY-BASED VICTIM SERVICE PROGRAM

POSITION TITLE: VICTIM SERVICE WORKER

CLASSIFICATION: VICTIM SERVICE WORKER – GRID LEVEL 11

REPORTS TO: COMMUNITY-BASED PROGRAM COORDINATOR

WORK SITE: CAMPBELL RIVER, BC

Campbell River Family Services Society (CRFSS) has served families' needs since 1977. We are a non-profit, charitable organization with extensive experience providing quality services to children, youth, adults, and families. CRFSS is governed by a volunteer Board of Directors and is staffed by qualified, dedicated individuals throughout all levels of the organization.

Our Mission: We enhance the well-being of families and individuals through the programs and services we provide.

Our Vision: Because Campbell River Family Services Society exists:

- Campbell River Families have the resources they need to be healthy, strong, and resilient.
- Campbell River has an organization that is stable, healthy, and able to provide important family programs and services.
- Campbell River is a strong, thriving, connected community where the well-being of families matters.

Three Key Strategic Priorities:

1. Exemplary Service to Clients
2. Sustainability of Operations
3. Enhancing Truth and Reconciliation

Summary

Taking direction from the Program Coordinator, the Victim Service Worker provides support services, practical assistance, information, and referrals to clients who have been victims of crime.

Key Duties and Responsibilities

- Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
- Provides emotional support to clients who have been victims of crime through active listening, debriefing, and validating client's emotions.
- Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians, and mental health services. Recommends appropriate services to clients.
- Provides crisis response and intervention as necessary.
- Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel and obtaining information about clients' cases, including case status and hearing dates.
- Provides information on police, legal and medical systems in general and specific to the client's case. Provides information on crime prevention to clients to help them avoid re-victimization.
- Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
- Provides accompaniment and/or transportation such as to court, police, and medical appointments.
- Assists clients in completing legal forms such as Crime Victim Assistance Applications and Victim Impact Statements.
- Participates in public education to raise awareness of physical or sexual assault and/or abuse.
- Consult and liaise with community service agencies to maintain up-to-date information on available resources and develop community relations.
- Maintains and provides statistics and reports regarding service delivery as required.
- Performs other related duties as required.

Abilities, Skills, and Knowledge

- Communicates clearly both orally and in writing using good interpersonal skills
- Demonstrates the ability to work independently and to respond to crisis situations
- Good organization and time management skills
- Cultural sensitivity and understanding of the client

Qualifications

- Diploma in a related human/social service field
- Two (2) years of recent related experience
- Or an equivalent combination of education, training, and experience

Additional Information

This position requires you to work in a stressful environment, often dealing with clients in crisis situations. Valid BC driver's license and vehicle are required to carry out the duties of this position.

Diversity

Campbell River Family Services Society welcomes applications from all qualified applicants. Our mission is to build a workplace as diverse as the community we serve, ensuring that everyone has an opportunity, regardless of background or identity. Multilingual skills and multicultural competence are assets. Together, we'll redefine what's possible in the social services sector.