

Prince George & District ELIZABETH FRY SOCIETY
Quesnel Victim Services Worker
Job Description

Job Summary:

The Community Based Victim Services Program provides crisis intervention, emotional support, safety planning, assistance in navigating the criminal justice system, liaison with justice personnel, and community resource referrals. Services are provided to individuals who are dealing with victimization resulting from domestic violence, partner assault, adult sexual assault, child sexual assault/abuse, stalking, human trafficking and criminal harassment.

The program provides information, referrals, support and accompaniments to clients. This position is required to work in a stressful environment often dealing with individuals working through difficult and high stress situations. Some work will be required outside normal office hours, but within 35 hours per week. The Victim Service Worker may also be responsible for facilitating group sessions.

Hourly Wage:

Grid Level: 11

Classification: Victim Service Worker

Wage range: \$26.74- \$30.79

Location: Quesnel

Hours of Work: 8:30am – 4:00pm

Reports to:

Program Manager

Key Duties and Responsibilities:

- Strong ability to conduct client intake and assessment
- Excellent understanding of the dynamics of abuse and gender violence
- Strong ability to maintain confidentiality and demonstrate a high degree of professional boundaries.
- Excellent ability to provide emotional support to clients through active listening, and validating client's emotions through an empowerment lens.
- Good knowledge of other community services and resources and ability to provide appropriate referrals to clients.
- Excellent ability to provide crisis response and intervention/support.
- Knowledge and experience working with individuals facing multiple barriers
- Ability to work with diverse clientele
- Ability to support client's interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about client's cases including case status and hearing dates.

- Ability to provide court support services such as explaining court procedures, processes, and trial procedures and providing court orientation, accompaniment and information
- Ability to assist clients in completing legal forms such as Crime Victim Assistance Program and Victim Impact Statements.
- Ability to engage in public education to raise awareness of physical or sexual assault and/or abuse.
- Ability to develop community relationships and liaise with community service agencies.
- Good group facilitation skills and knowledge
- Ability to be flexible and respond to phone calls and walk in clients in crisis situations
- Strong knowledge about the dynamics of abuse, sexual assault, historical sexual abuse, criminal harassment.
- Proficient computer literacy including database programs and strong record keeping skills
- Ability to maintain accurate, and appropriate file notes
- Excellent written and oral communication skills
- Seek appropriate and timely managerial supervision and debriefing.
- Valid Class 5 BC Driver's license and use of own vehicle for transportation if required.

QUALIFICATION:

Education, Training and Experience:

- A minimum of a diploma in Human/Social Services or related field
- At least two (2) years' recent related work experience, working within a feminist framework
- Experience in the community social services sector and in the criminal justice systems and community based programs