



Victim Services Worker Job Description

The Victim Services Worker will work with women who live in the Downtown Eastside of Vancouver who are victims of crime. She will assist them to establish safety and support them in accessing the justice system. She will provide referrals, information, advocacy, and accompaniment to women to connect them to appropriate supports and or agencies.

Reporting directly to the Specialized Services Program Manager, the Victim Services Worker will work in collaboration with other DEWC staff to promote integrated services to women. She will work from a feminist perspective and within an anti-oppression framework.

Victim Support:

Assists women who are victims of crime through the justice system by assisting with police reports, accompaniments to court, and obtaining restraining orders. Assists women with the application for Criminal Injury Compensation and with Victim Impact Statements.

Referral, Outreach, and Liaison:

Provides information, supports and referrals relating to services such as transition houses, shelters, counseling, advocacy, and outreach services.

Establishes and maintains contact with related agencies and attends relevant meetings

Programming:

Promotes monthly programming focused on violence against women. Assists in coordinating annual activities such as International Women's Day, and February 14th Memorial March.

General Advocacy:

Advocates for reform on behalf of women living in the downtown eastside by making submissions to government and other agencies. Participate in political lobbying efforts concerning relevant issues such as violence against women and justice reform.

Education and Resource Materials:

Develops and maintains resource files and provides education on Victim Services

Administration:

Maintains and provides monthly statistical reports and adhere to funders reporting requirements. Submit quarterly program activity to the Board of Directors.

In Centre:

Attends and participates in weekly staff meetings, staff development sessions. Participate in hiring committees, evaluations, and on committees as required. Participate and assist in Centre special events and activities as necessary.

Training:

Engage in training and workshops that are relevant to the job and where the information is beneficial to the women in the DTES.

Required Qualifications: (all positions)

Minimum 5 years related experience working with low-income women, at least 2 years in a women serving or inner city drop-in environment
Must have a strong working knowledge and analysis of the issues impacting women in the dtes, including violence against women, mental health, homelessness, and addictions
Candidate must work from strong feminist analysis and within an anti-oppression framework
Must have a strong working knowledge of victim services including Victims of Crime Compensation and related court processes
Excellent writing and research skills including the ability to write victim's compensation applications and victim impact statements
Understanding of and practices a trauma informed care response when working with women
Efficient organizational skills including record keeping, scheduling, and problem-solving abilities
Demonstrated administrative skills, including report writing
Demonstrated computer and IT aptitude
Experience providing outreach, accompaniment and advocacy
Skilled in program facilitation and development as well as working in partnerships with allied service providers
Strong conflict resolution skills and practice
Demonstrated crises intervention training and experience
Experience providing assisted referral as well as familiarity with support services, agencies and community resources in the Downtown Eastside
Excellent communication skills required, including the ability to work in a respectful and cooperative manner with co-workers, and centre members
Ability to work within a chaotic environment and with a diverse community of women
A First Aid certificate is required
Candidate must undergo a criminal record check
Women with addiction issues need to be at least 2 years clean and sober

Position reports to: Specialized Services Program Manager