

## **Victim Services Worker Job Description**

### **About DEWC**

The Downtown Eastside Women's Centre (DEWC) exists to support and empower women and children, living in extreme poverty in the Downtown Eastside of Vancouver, who are particularly vulnerable to violence, exploitation, injustice and injury. Through low barrier Drop-In Centers and Emergency Shelters, DEWC provides basic need services, programs, and specialized supports to over 700 women and children daily to help them survive the conditions that surround them.

### **Job Summary**

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 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

### **Key Duties & Responsibilities**

- Provides crisis response and intervention as necessary
- Provides emotional support to women through active listening, debriefing and validating women's emotions
- Assesses women's need for other services and refers them to appropriate internal and external services and programs
- Assists women with the application for Criminal Injury Compensation and with Victim Impact Statements
- Supports women's interests and rights by performing duties such as liaising for women with the police and Crown Counsel, obtaining information about cases status and hearing dates
- Provides information on crime prevention to women to help them avoid re-victimization
- Provides court support services such as explaining court processes and trial procedures and providing court orientation on court preparation
- Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations
- Promotes monthly programming focused on violence against women
- Participate in political lobbying efforts concerning relevant issues such as violence against women and justice reform
- Maintains and provides statistical reports and adhere to funders reporting requirements
- Supports the operational needs of the organization by attending staff meetings and staff development training opportunities, sitting on various committees as needed, attending fundraising events
- Acts as an ambassador for DEWC by representing and modelling DEWC mission and values
- Follows cleaning and safety protocols
- Other related duties not specified that may be assigned from time to time

### **Qualifications required:**

- Two (2) years recent related experience working with low-income women or an equivalent combination of education, training and experience
- Must have a strong working knowledge and analysis of the issues impacting women in the downtown east side, including violence against women, mental health, homelessness, and addictions
- 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 and administrative skills including record keeping, report writing scheduling, and problem-solving abilities
- Demonstrated computer and IT aptitude
- 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
- 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
- Hourly position that requires some work outside of normal business hours to undertake position responsibilities, meet deadlines, and ensure delivery of high quality programs and service

Reports to: Specialized Services Manager

### **Organizational Status**

The Downtown Eastside Women's Centre operates on the unceded & ancestral Musqueam, Squamish & Tsleil-Waututh Territories (*xʷməθkʷəyəm*, *Skwxwú7mesh*, and *səlilwətaʔ*), to provide a safe, non-judgmental environment for women from all walks of life, who live and/or work in the Downtown Eastside. To achieve this goal, DEWC provides supportive surroundings with meals, shelter, advocacy and programs which nurture and empower members. The Downtown Eastside (DTES) as a neighborhood is well-known within Vancouver and even across Canada for its disproportionate levels of poverty, gender-based violence, and extreme marginalization. Home to populations made vulnerable including those who are homeless, have mental illness, and/or addictions. It is also a place known for its creativity, community activism, and tenacity in the face of tremendous stigma.

DEWC staff are called to enhance connections and collaboration and promote an atmosphere of safety in all aspects of their work. DEWC acknowledges that our work environment is directly impacted by all forms of oppression and the impact of colonialism where staff will be witness to women's trauma and the consequences of injustice.