



surrey women's centre

Job Title	Crisis Victim Support Worker
Job Location:	Surrey Women's Centre (SWC)
Reporting Relationship:	Director of Programs

Surrey Women's Centre is the largest Victim Services Agency in BC for women, girls and marginalized genders escaping sexual violence, domestic violence, and other forms of gender-based violence. We use a feminist, trauma-informed and harm reduction models of practice. The position requires a solid feminist lens and a grounded knowledge and analysis of violence against women and gender-based violence.

Pay: \$27.54 an hour. 35 hours per week

This is a term position until September 15, 2027 or the return of the incumbent.

Benefits to working with Surrey Women's Centre

- Three weeks paid vacation to start that grows the longer you are with SWC (pro-rated on your first year)
- An excellent employee benefits package including Short-term and long-term disability coverage (premiums are 100% paid by SWC)
- An Employee and Family Assistance program
- Generous leave provisions (sick time, special leaves)
- 3 paid self-care days a year
- 5 paid family responsibility days a year
- Women's day paid day off
- Paid holidays
- Monthly clinical supervision sessions
- Regular team building and agency social events.
- Exciting in-house training opportunities
- Professional development funds
- A workplace that values collaboration, passion, continuous learning and integrity.

Job Summary

Victim Support Workers provide emotional support, information, court orientation, accompaniment, referrals and practical assistance to survivors of violence in relationships, sexual assault, physical and sexual childhood abuse, criminal harassment, elder abuse and other forms of family violence. Services are also available for non-offending family members and other witnesses. Services are provided from a feminist and trauma-based perspective in accordance with SVA Program Standards and Code of Ethics as well as SWC policies and procedures.



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KEY RESPONSIBILITIES	RESULTS/DELIVERABLES/ACCOUNTABILITIES
Client Service	• Provides crisis intervention, emotional support and practical assistance to survivors. • Assesses the safety of survivors and supports them in reducing safety risks. • Assesses survivors' needs and provide appropriate referrals and resources. • Promotes the interests of survivors and advocates on their behalf. • Provides information about and assistance with the police, criminal court and medical systems. • Provides case-specific information and updates to clients. • Provides Intake Line support as assigned. • Provides accompaniment and/or transportation to RCMP, Crown Counsel, court and medical appointments as assigned. • Provides court orientation as assigned • Liaises between survivors and Crown Counsel, RCMP and other agencies.
Human Resources Management	• Works as a team by fostering positive morale and cooperative working relationships with employees, volunteers and other key stakeholders. • Improves the level of professional expertise through reading, consultation and relevant workshops. Orients, trains and supports employees, volunteers and practicum students.



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Administration Support	• Maintains accurate up-to-date client records, including documentation of all client contacts, referrals to and consultation with community agencies and professionals. • Provides narrative and statistical reports regarding service delivery to the Executive Director, funding and regulatory bodies as required.
Community and Public Relations	• Consults networks and liaises with community agencies and professionals to maintain up-to-date information on available resources; maintains positive community relations and builds mutually beneficial partnerships. • Promotes community awareness of the program, services and issues related to sexual and physical violence. • Develops, implements and maintains local victim service coordination protocols. • Meets regularly with other local victim service programs.
Financial and Risk Management	• Monitors and ensures program expenses match projections and collaborates in the amendment of the program budget as necessary.
Resource Development	• Maintains effective relations and communications with SWC key stakeholders such as members, donors, funding bodies and prospective sources of revenue • Supports and participates in SWC special events and fundraising initiatives
QUALIFICATIONS	
<i>Education:</i>	• Diploma in related human/social service field or a combination of education, training and experience. • Extensive knowledge of the criminal justice system and community resources in Surrey and the surrounding areas.
<i>Training and Experience</i>	• Two (2) years recent related experience or a combination of education, training and experience • Demonstrated experience providing crisis intervention, emotional support and practical support for survivors of violence in relationships, sexual assault, physical and sexual childhood abuse, criminal



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	harassment, elder abuse and other forms of violation from a feminist and trauma based perspective
Competencies and Skills:	• Feminist and trauma-based analysis of violence against women and children as outlined in the Specialized Victim Assistance Program Standards • Ability to work with diverse clientele with cultural competency • Ability to work independently and as part of a team • Excellent interpersonal, communication and conflict resolution skills • Excellent computer and administrative skills • A second language (Punjabi) is preferred

WORKING CONDITIONS

- This position normally works in a regular office environment, Monday to Friday, between the hours of 9:30 to 5:00 pm; from time-to-time additional hours may be required to fulfil the duties of the position
- This position is eligible to participate in the flexible workplace agreement.
- May be called upon to respond in emergency situations (bad weather, earthquake, building emergency)

OTHER REQUIREMENTS

- A valid BC driver's license and access to a reliable vehicle
- Successful completion of Criminal Record check
- Confidentiality as per Agency and legislative requirements

We thank all applicants for their interest but due to the high volume of applications, we will only be contacting shortlisted applicants. We screen applications as they come in. This position is open until filled. We strongly encourage applications from and prioritize hiring people from diverse backgrounds and experiences, including folks with lived experience, Indigenous people, and racialized peoples. We encourage, though don't require, folks of these identities to indicate this on their cover letter.

We are an anti-violence organization supporting women and for that reason the employment opportunities are open to women only.

How to Apply

Interested candidates are invited to submit their resume and cover letter outlining their qualifications and experience to recruitment@surrey womenscentre.ca. This position is open until filled.