

Formerly Abbotsford Community Services

**JOB POSTING # 2020-67-01**

**INTERNAL/EXTERNAL**

Specialized Victim Assistance Program  
Rapid Response Support Worker  
Wage: \$24-25  
Part time 14 hr/wk.  
Temporary – ends March 27<sup>th</sup>, 2021

Archway Community Services has been helping people since 1969. We provide more than 85 programs and services to clients at every stage of life. Our vision for the future is justice, opportunities and equitable access for all. We strive toward that goal by fostering community well-being and social justice through positive action and leadership. Come help us help people.

**JOB SUMMARY**

The Rapid Response Support Worker provides administrative support and initial contact and temporary support to program clients. This position works as part of a team of Support Workers to assist clients who have experienced intimate partner abuse as they navigate the criminal justice system

**RESPONSIBILITIES**

- Manages daily referrals from community partners.
- Completes intake and opens new client files.
- Makes initial contact with client explaining the program services and providing information about the court process and available resources.
- Provides initial and follow up support to clients until the file can be assigned to a Support Worker.
- Maintains short-term, consistent contact with clients until client file is assigned to a Support Worker.
- Assists client with program forms ensuring the collection and entry of accurate and complete information.
- Supports drop-in clients by explaining the program, opening a case file, and initiating next steps as needed.
- Supports clients in crisis using de-escalation and crisis resolution principles.
- Enters client information into database ensuring information is complete, accurate, and meets program standards and requirements.
- Collects and files relevant and updated information including court updates and copies of court orders.
- Maintains and updates new and ongoing client files by connecting with clients, community partners, MCFD, the Crown, the Police, and other professionals and agencies to collect client information and update and maintain files.
- Liaises with police, judiciary, corrections systems, and other community resources on behalf of clients.
- Creates hard copies for new client files as needed.
- Updates community resources list as needed.
- Assists with referring clients to Archway programs and other community resources.
- Provides administrative support including filing, photocopying, and client data entry.
- Provides support and assistance to team members as needed.

- Attends team meetings in person or virtually participating in discussion, brain storming and offering ideas.
- Uses case management principles to manage and support client case files.
- Manages ongoing and new clients until they are assigned to a Support Worker.
- Gathers and reports information and statistics on a monthly, and quarterly.
- Reviews all active files and close files that no longer require support.
- Other duties as assigned.

## **REQUIREMENTS AND QUALIFICATIONS**

### Education and Certification:

- Satisfactory Criminal Records Check
- Bachelor of Criminal Justice or an equivalent related Social Sciences degree, equivalent combinations of Education and experience may be considered.
- At least 3 years' experience working with victims of Intimate Partner Violence Cases.
- Able to work independently and collaboratively as part of a team, with limited supervision.
- Strong written, verbal, and active listening skills; able to communicate effectively and respectfully with people from a variety of backgrounds
- Able to manage private and confidential information

### Experience:

- Minimum 3 years' experience in a position working with victims of Intimate Partner Violence

### Knowledge and Skill Set

- Knowledge of local, community-based resources for victims of crime.
- Knowledge of the criminal justice system.
- Knowledge of intimate partner violence, the cycle of violence, and trauma-informed practice.
- Knowledge of case management principles and safety planning.
- Excellent verbal, written, and active listening skills able to communicate effectively and respectfully with people from a variety of backgrounds and experiences.
- Strong planning, organizational, and time management skills able to balance and prioritize multiple case files at different stages and provide time sensitive information to clients.
- Able to use Microsoft Office365 and virtual meeting platforms including Microsoft Teams
- Strong attention to detail and accuracy in collecting, filing, and entering data.
- Well-developed relationship building skills able to build rapport and trust with clients and other contacts.
- Assessment skills regarding risk assessment and safety
- Able to manage stressful situations and maintain effectiveness.
- What knowledge and skill does the candidate NEED (at a minimum) to have in order to qualify for the position
- If the position requires use of a specific software/database, that can be included as well

## **WORKING CONDITIONS**

- Ability to work with vulnerable population

**Closing date is September 7, 2020**

**TO APPLY**

Interested applicants are to reference **Posting # 2020-67-01** in the subject line.

Please submit your cover letter and resume to:

Email: [jobpostings@archway.ca](mailto:jobpostings@archway.ca)

Subject: Job Posting # 2020-67-01

**No phone calls please. Only short-listed applicants will be contacted.**

***Archway Community Services is an equal opportunity employer and encourages applications from all equity seeking groups.***