Archway Community Services has been helping people since 1969. We provide more than 90 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.

We offer a competitive benefit package that includes extended health and dental as well as a pension plan. Archway was recently recognized as a top 5 finalist in the 2021 Charity Village Best Non-profit Employer – Workplace Mental Health (20+ staff).

**JOB SUMMARY**

The Support Worker provides administrative support to the Sexual Assault Response Team and works in collaboration with the Abuse Counselling Program to support survivors of sexual abuse. The Support Worker provides emotional support, crisis intervention, safety planning, and third-party reporting support through the criminal justice system, advocacy, and outreach. This position may also provide support to the Forensic Nursing Program at Abbotsford Hospital.

**RESPONSIBILITIES**

- Provides a variety of supports and services to clients including justice related information, practical assistance, investigation status, roles of criminal justice system representatives, levels of court/court procedures, updates on court case progress, court orders/probation/post-sentencing, and dynamics of abuse.
- Conducts client assessment and makes appropriate service plan, outlining services and resources provided by Archway and/or providing linkage with other community agencies.
- Through client intake assessment, determines the need for independent legal advice referral.
- Provides information to victims about their rights under the Victims of Crime Act (VOCA) and other legislation.
- Acts as an advocate for clients in the Criminal Justice System providing support and preparing clients for the criminal court process.
- Manages new and existing clients while involved in the program, providing support and, as appropriate, provides follow-up support upon leaving the program.
- Accompanies the clients to various justice related appointments including pre-trial interviews with Crown Counsel as well as court accompaniment as needed.
- Provides emotional and practical support, and crisis intervention to clients involved in the Criminal Justice System.
- Liaises with police, judiciary, corrections, and other community resources on behalf of clients.
- Provides information and support to clients who require services through the Forensic Nursing program at Abbotsford Hospital.
• Prepares client information packages, maintains client files and the filing system, photocopies, and directs both in-person and over the phone inquiries appropriately.
• Maintains accurate records of individual case plans, activity updates and other documentation for reporting purposes.
• Maintains accurate client records and provides monthly stats to the supervisor.
• Reports and discusses case planning and concerns with the supervisor.
• Assesses program needs and provides Supervisor with suggestions to modify program services.
• Liaises with community services agencies to develop relationships and maintain up-to-date information about available resources.
• Always maintains professionalism and confidentiality within the agency guidelines.
• Participates in regular case management meetings with program supervisor, senior support worker, and program therapist.
• Occasionally attends Violence Against Women in Relationship Committee meetings to provide program update.
• Maintains regular contact with independent contracted lawyers.
• Conducts community outreach and education providing information through presentations as requested by community partners.
• Participates in planning and attending team building and self-care days.
• Attends scheduled weekly, monthly staff meetings and internal and external training offered by Archway Community Services.
• Other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

Education and Certification:

• Satisfactory Criminal Records Check
• A Bachelor of Criminal Justice or an equivalent related Social Sciences degree, equivalent combinations of education and experience may be considered.
• A clear drivers abstract and use of a reliable vehicle.

Experience:

• At least 3 years’ experience working with survivors of sexual violence.
• At least 2 years’ direct program delivery experience.
• Experience working in the social services sector.

Knowledge and Skill Set

• Well-developed personal maturity, sound judgment, self-motivation, and results orientation.
• Knowledge of community resources for women and children experiencing violence.
• Strong written, verbal, and active listening skills; able to communicate effectively and respectfully with people from a variety of backgrounds.
• Able to work independently and collaboratively as part of a cohesive team, with limited supervision.
• Strong computer skills, able to use Office 365 and Microsoft Office
• Must be able to work within and adapt to the Archway Client Tracking System.
• Strong ability to self-initiate tasks, set priorities, organize, and remain flexible.
• Exceptional time management skills
• Strong facilitation skills, able to present informational clearly and concisely.
• Knowledge of provincial programs and systems related to criminal justice is an asset.
• Assist clients in completing forms such as, Crime Victims Assistance Applications, Victim Impact Statements and Third-Party Reports, etc.
• Strong ability to work with Stakeholders and other community agencies in a collaborative, cooperative, professional, and respectful manner.
• Maintain professionalism and confidentiality at all times.
• Knowledge of government legislation, policy, provincial and other frameworks and systems would be an asset.
• Knowledge of community-based programs is an asset.

WORKING CONDITIONS

• The position requires the ability to work in a stressful environment often working with clients in crisis and/or managing emergency situations.
• Interruptions may be frequent, a well-developed ability to switch task is needed.
• This position generally operates on-site but may include virtual work as well, requiring the completion of Work from Home documents.
• This position has a high-level of social interaction and engagement, requiring adherence to COVID-19 safety protocols.
• COVID-19 vaccination is strongly recommended.

Closing date is Date: March 4, 2022

TO APPLY

Interested applicants are to reference Posting 2022-67-01 in the subject line.

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca
Subject: Job Posting 2022-67-01

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

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with DO NOT FORWARD TO OTHER PROGRAMS, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway’s goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

We invest in the mental health and wellbeing of our employees.