

## **FAMILY SERVICES of the NORTH SHORE**

### **Support Worker - Sexual Assault Response Program & Client Care**

**28-35 hours per week (.8-1.0 FTE)**

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Position:	Sexual Assault Response Program (SARP) & Client Care Support Worker
Position #:	26-2211
Reports to:	Director of Clinical Programs or Designated Program Manager
Location:	North Vancouver office & in community
Closing Date:	Until filled

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#### **The Agency:**

Family Services of the North Shore is an accredited not-for-profit, community-based agency committed to making a deep and lasting impact in our community through counselling, support, education, and volunteer programs.

We understand the competing responsibilities of modern life. In every role, we will support both your commitment to our community and the very real need to take care of your family. We also understand that to take care of others, you must first take care of yourself. At Family Services of the North Shore, you can do both. We aim to provide a sustainable model of work-life balance across all our programs and services.

#### **The Program:**

The program provides coordinated services for survivors of sexual assault, inclusive of all genders. All residents of North Vancouver, West Vancouver, Bowen Island and Lions Bay are eligible for no cost services.

Survivors can access immediate support 24/7 through the Family Services of the North Shore Agency's Sexual Assault Support line and after hours through the North Shore Crisis Services Society 24-hour crisis line. We work closely with community partners to ensure easy access and coordinated services.

Support is also provided through our fee-for-service, family support, Stopping the Violence and other Agency programs.

#### **The Position:**

The Sexual Assault Support Worker is responsible for supporting the Agency's North Shore Emergency Sexual Assault Support Services Project. Together with the Coordinator of the SARP program this role involves collaborating and partnering with community stakeholders to identify service barriers, gaps, and priority issues to develop strategies for a cohesive community-based response to sexual violence. The support worker will also focus on increasing education and awareness of sexual violence.

Specifically, you will:

Answer the Agency's Sexual Assault Support line during business hours and be the first point of contact for victims of sexual assault. You will provide crisis intervention and assess survivors' safety and immediate needs. You will provide information about reporting options, including third party reports. You will provide information about medical procedures and potentially provide accompaniment to the hospital and/or RCMP when requested. You will provide follow-up and ongoing support to survivors of sexual abuse and ensure that safety planning, crisis services and supports are in place.

Keep survivors informed of the criminal justice process and provide emotional support, and practical assistance through the criminal justice process. You will prepare survivors for the court experience and will provide court orientation and accompaniment. You will assist in getting copies of protection and other court orders and assist with forms and applications. You will make referrals to other services as they move through the justice system and to deal with the emotional and physical aftermath of sexual assault.

The Support worker will also work with our clinical team to support client needs, including providing resourcing, support work and offering overall support where needed for clinical clients. The support worker will also provide information and resourcing to those reaching out to the Agency for assistance but may need to be referred to other resources.

Your hours of work will be flexible to meet the needs of the Agency and your own personal schedule. Occasional evenings and weekend hours may be required to attend emergencies or to make community presentation etc.

This position requires the use of a personal motor vehicle. You will be provided with an Agency laptop and cell phone for work purposes.

**The Candidate:**

You have:

- A bachelor's degree in psychology or social work.
- Experience working with victims of violence and sexual assault.
- Experience in short-term and crisis counselling.
- Strong understanding of oppression and marginalization and issues of diversity, equity, inclusion, and reconciliation.
- Awareness of community resources & systems.
- Experience with and / or training in working with Indigenous people.

In Addition:

You are:

- Sensitive to the needs of highly vulnerable populations and able to respond in a culturally appropriate, trauma informed manner.
- Highly organized and able to balance complex needs.
- Grounded and compassionate.
- Familiar with Microsoft Office 365 and file documentation practices.

Language proficiency in a language in addition to English is a significant asset.

Family Services of the North Shore is committed to diversity and inclusion within its workforce and encourages all candidates, irrespective of gender, nationality, religious and ethnic backgrounds, including persons with disabilities to apply to become part of our Agency.

Salary range is \$61,800-\$66,575 for 35 hours per week.

*Please respond, in confidence, with cover letter and resume to:*

*Kathleen Whyte, Director of Human Resources*

*Family Services of the North Shore*

[careers@familyservices.bc.ca](mailto:careers@familyservices.bc.ca)

*While we thank all applicants for their interest, only short-listed candidates will be contacted.*