

Victim Support Worker Job Description

Job Title: Victim Support Worker

Reports to: Executive Director and Case Managers

Hours: 35 hours per week

Contract Period: Anticipated start date is between March 1- 15, 2025 until August 15, 2026. Funding for this position is only guaranteed until August 15, 2026, however the position may carry on past that date if funding is available.

Rate of pay: \$38-\$40/hour will be considered based on experience and/or education

Benefits: Benefits are currently not available but we hope to have some form of benefits in place for staff in 2025.

To apply, please email your cover letter and resume to office@rjvictoria.com

This job posting closes at 11:59 pm on February 6, 2025.

Many victims choose to participate in the restorative justice (RJ) process indirectly, meaning they do not want to meet with their offender but do want to communicate with them in other creative ways.

Restorative Justice Victoria (RJV) is seeking a **Victim Support Worker** to assist these victims with their indirect participation in the RJ process. The **Victim Support Worker** will be assigned to victims by the Case Manager after the completion of the intake process and will work with the victim until the RJ process concludes. The **Victim Support Worker** will be an important source of support for victims, will help them identify how they want to participate in the RJ process, and ensure victims are kept up to date, informed, and involved in the RJ process in the ways that best meet their unique needs.

Duties and Responsibilities

Victim Support:

- Support victims throughout the RJ process by meeting with them to discuss their needs and how they can participate in the RJ process to best meet those needs.
- Provide ongoing information to victims as the file proceeds, including during the agreement stage and at file closure.
- Aid victims in completing applications for crime victim funding and referral to other support services in the community.
- Ensure all forms and required paperwork are completed on time throughout the process.

Policy and Procedures Support and Development:

- Responsible for leading the development of resources and infrastructure to support RJV's victim support program, including developing an operations manual and supportive client materials based on best practices.
- Develop training materials related to supporting victims within the RJ process when they decide not to meet with the offender.

Program Evaluation:

- Revise current victim evaluation surveys and conduct self-evaluation at the end of each case.
- Review and report on both client and self-reported evaluation feedback to the Executive Director every quarter.

- Develop framework and conduct evaluation for staff and clients to assess the role and how to improve it after pilot is completed.
- On an ongoing basis, provide recommendations to the program.

Reporting:

- Synthesize client and self-reported outcomes annually as part of RVJ's annual evaluation review.
- Provide program outcomes in interim and final reports to funder.

Other Duties:

- Contribute to monthly staff report to the board.
- Participate, along with the Board of Directors and staff, in strategic planning and visioning.
- Contribute to Annual Report and staff reports presented at the Annual General Meeting.

Required Abilities, Experiences, and/or Education

- Undergraduate or master's degree or equivalent work experience in a relevant field.
- Advanced understanding of trauma informed practice, decolonization, anti-racism, and victim/survivor-centred practice.
- Demonstrated ability to build trust and maintain relationships.
- Training and/or experience in restorative, transformative, and/or community justice or a relevant field.
- Demonstrated ability to deal tactfully with sensitive client issues and maintain confidentiality.
- Ability to manage time effectively and prioritize tasks.
- Excellent written skills
- Available to work flexible hours including some evenings and weekends.
- Successful vulnerable-sector police information check.

Desirable Abilities, Experiences, and/or Education.

- Intermediate computer skills (e.g., Word, PowerPoint, database management, Excel).
- Project management experience

Breakdown of Activities

Victim support/administration	65%
Policy/procedure development	20%
Staff/volunteer training/support	10%
Miscellaneous	5%

We value the wisdom of lived experience as a form of expertise and especially encourage people at the intersections of oppression to apply, this includes BIPOC, 2SLGBTQIA+ and differently able individuals, as well as others with the skills and knowledge to engage productively with diverse communities. We know that there are great candidates who may not possess all the skills that we have described. We would like to hear from you even if you have most (but not all) of the skills listed.