

Dans le cadre du projet Mon avenir j'y vois 2.0 Services aux victimes d'Ottawa est à la recherche :



NOW HIRING!

Victim support worker

Ottawa Victim Services (OVS) is a community-based agency that provides emotional support, practical assistance, and community referrals to victims of crime and tragic circumstances, without judgment in order to lessen the impact of victimization. OVS is committed to treating individuals with courtesy, compassion and with respect for their dignity, privacy and diversity. Clients can access our services through community service agencies, the police, hospitals or self-referrals.

OVS is seeking a youth aged 15-30 years of age to join our team full-time in order to support our existing programs for 18 weeks. The Victim Support Worker must demonstrate excellent oral and written communication skills, strong interpersonal skills as well as the ability to develop positive working relationships with colleagues and a broad range of social service providers. Experience with intake, assessment and triaging, case management, safety planning and working with diverse communities is an asset. We are seeking candidates from diverse backgrounds who may speak languages in addition to English and/or French. OVS welcomes and encourages applications from members of equity seeking groups, including but not limited to, candidates who are racialized, Indigenous, LGBTQ+, and people with disabilities.

Victim Support Worker Roles & Responsibilities

Under the direction of the Executive Director of Ottawa Victim Services, the Victim Support Worker is responsible for the following tasks:

- a) Answering OVS telephone lines/emails, conducting initial intake, assessment and triaging of clients to team members.
- b) Supporting existing programs such as crisis response, safety planning, VQRP+ and Ottawa police partnership, as required by Program coordinators.
- c) Admin and other case management tasks as required.

Requirements

Education:

- Post-secondary education in social services, counselling, social work or equivalent is preferred

Work or volunteer experience in one of the following areas:

- Social services, community development or community-based organization(s);
- With vulnerable populations and racialized groups;
- With individuals who have experienced trauma.

Knowledge:

- Knowledge of Victimology, and victim services, in order to provide relevant information, assistance and guidance to clients
- Knowledge of services provided by community agencies to arrange appropriate referrals for clients, to foster co-operation in service provision, and to build effective partnerships and educational networks
- OVS' mandate and programs to provide services to clients and to interact with stakeholders

Skills:

- Organizational and time management skills to prioritize multiple deadlines
- Problem solving skills to resolve issues and challenges presented by clients
- Calm demeanor and ability to work effectively in a fast-paced environment
- Interpersonal skills, judgment, initiative, tact and diplomacy to work independently with diverse clients, community agencies and representatives
- Consultation and communication skills to provide information to clients and partners

Additional Requirements:

- Ability to provide a valid, current vulnerable sector criminal background check

Compensation: 35 hours a week x \$15.50/hr with the position to begin in the fall of 2023

Please submit cover letter & resume to the attention of Executive Director at executivedirector@ovs-svo.com. **We thank you in advance for your interest. Only those candidates with the minimum qualifications will be contacted and considered for an interview.**