

Position Title: Victim's Service Worker	Competition No. 09-01-2026
Program: Community Victims Services	Salary Range Steps: Grid 11 \$27.54 – 31.61
Location: Nanaimo/ Parksville	Employee Group: HSA
Hours per week: 37.5	Position Status: Temporary Full Time, to end of fiscal (with the possibility of extension)
Shift Schedule: Monday to Friday	Anticipated Start Date: ASAP

NATURE OF POSITION:

Provide short-term emotional support and justice related services to individuals affected by violence.

This includes providing crisis and short-term emotional support, intake assessments, information, referrals and practical assistance, as well as safety planning in accordance with program guidelines.

Services may include providing information related to police, court, and the medical systems. Also working collaboratively with Justice System Partners including Crown Counsel, Court Services, RCMP and Community Agencies; in accordance with established protocols and role responsibilities

REQUIRED QUALIFICATIONS:

REQUIRED EDUCATION, TRAINING AND EXPERIENCE:

Two years' experience working with individuals affected by family and sexual violence.

- Degree/Diploma in a related human/social service field or Victim Service Work training. Equivalent combination of education and experience considered
- Knowledge of Substance Use and Mental Health practices from a harm reduction perspective, with an understanding of the impacts of trauma and systemic barriers on marginalized clients, and an ability to provide services within the program mandate.
- Training and/or experience in crisis counselling
- Current first aid certificate including CPR
- Satisfactory criminal record check

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of the criminal justice, medical and social services systems in the Nanaimo area, as they relate to the issue of violence against women, particularly sexual and physical assault.
- Able to communicate clearly and effectively. A second language is an asset.
- Good interviewing and assessment skills.
- Valid driver's license. Access to satisfactory vehicle with insurance pursuant to the Society's policies.
- Able to work effectively in a team setting.

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- Personal qualities and attitudes that welcome, respect and
- Foster team participation and contribute to the goals and activities of Haven Society as well as the Community Victims Services.
- Awareness of and willingness to work on, personal issues as they arise.
- Demonstrate a respect for diversity.

Additional:

This position involves working in a high-stress environment and providing support to clients in crisis situations. The ability to function independently, exercise sound judgment under pressure, and respond effectively to urgent and complex circumstances are requirements of this position. Exposure to client disclosures, testimonial evidence, and involvement in mental health crises may occur, presenting risks of vicarious trauma. A strong commitment to self-awareness and ongoing self-care practice is required to maintain personal well-being and professional effectiveness.

Evening/weekend work may be necessary on occasion.

Reply to hr@havensociety.com	Job Posted: January 9, 2026
	Closing Date: Until Filled

This position requires Union membership. Job description available upon request. Only short-listed applicants will be contacted.