

**Nelson Community Services**  
**JOB DESCRIPTION**

**JOB TITLE:** COURT/SUPPORT WORKER (Casual)  
**Reports to:** Transition House Program Director  
**Classification:** Integrated Victim Service/Transition House Worker  
**Grid Level:** 11  
**Effective Date:** March 2022  
**Last Updated:**  
**Union:** BCGEU  
**Job Summary:** The incumbent in this position provides court and Transition House support to adult women who have experienced, or are at-risk of, violence, abuse, or threats, and their dependent children. Program services are delivered within a feminist framework and place priority on the safety of women. Services are delivered to women in the Transition House program and the Women's Outreach Program

**Duties and Responsibilities:**

1. Provides Accompaniment and support (debriefing, note taking) as required or requested to attend important appointments related to legal and court matters.
2. Covers shifts at Transition House on a casual basis and as needed.
3. Works within the Transition House program to connect with women both onsite and in offsite location both during their stay and to provide follow-up with those women who choose to maintain contact after leaving Transition House services
4. Develops and maintains relationships with related services such as victim services, hospital, police and other community programs.
5. In collaboration with the Transition House team, assesses the safety of each woman (and her children), and supports her in efforts to reduce risks to her safety, including development of a formal safety plan.
6. Offers supportive counseling, to facilitate women's understanding of their experience and the emotional and psychological impact of the trauma resulting from abusive or violent experiences.
7. Makes referrals to other appropriate resources when needs are beyond the program's resources or mandate; maintains a thorough knowledge of community; advocates for women on an as-needed or as-requested basis.
8. Participates in case consultations and Transition House Team meeting as well as program meetings with partner Outreach Worker and Program Manager
9. Maintains client file records according to Agency policy and standards, as well as Ministry guidelines.
10. Attends regular supervision with the Program Manager
11. Participates in professional development and training relevant to this program area.
12. Performs other related duties as required.

**Qualifications:**

**Education:**

Diploma in human service field or the equivalent combination of education, training, and experience.

**Experience:**

Minimum of two (2) years' recent related experience in supporting women who have experienced violence, abuse, and/or threats.

**Additional Skills:**

1. Proven knowledge, skills and experience in supporting women who have experienced violence, abuse, and threat.
2. Understanding of Family and Criminal Law system as related to domestic violence.
3. Experience in providing supportive counselling and advocacy within a feminist practice framework; ability to respect women's rights to their own values, beliefs, culture, and choices.
4. Competent in working with women from diverse cultural backgrounds and lifestyles.
5. Proven skills in conducting safety assessments and safety planning.
6. Proven skills in group development and facilitation techniques, particularly with women who have experienced violence and abuse.
7. Well-developed interpersonal, oral and written communication skills.
8. Ability to work cooperatively and collaboratively with co-workers, other community professionals, and the broader community.
9. Good organization, time, and general work management skills; an ability to work well independently and in a team environment.

**Other Information:**

1. Must hold a valid First Aid Certificate.
2. Must carry cell phone, programmed with emergency numbers, when working out of program space.
3. Must have a safe and reliable vehicle.