



Position Title: Victim Support Advocate

Assignment: Victim Support Team

Term of Appointment: One-year commitment required
3 hours per week

Volunteer Profile:

The Victim Support Advocates will follow the mandate of the Luna Centre and support cases where sexual abuse or serious physical harm of a child has occurred. Victim Support ensures that every family who connects with the Luna Centre receives support in a timely manner, for as long, and to the extent they determine is needed. The Victim Support Advocate will provide support, information, and resources to children, youth and families that are referred to the Luna Centre.

Victim Support does not provide counselling, specific legal advice, investigation, or medical intervention.

Duties and Responsibilities:

A comprehensive understanding of Luna's mission, values and principles that guide the organization and the strategies it employs to achieve its objectives.

- Support caregivers while interviews are being processed ensuring all immediate needs and concerns are addressed.
- Provide support, information, and resources to children, youth and families that are referred to the Luna Centre.
- Ensure that they have an accurate understanding of the different components of the process at Luna Centre and that they know who to go to for specific questions (connect the pieces for the families).
- Be a consistent and continual support to children, youth, and family providing ongoing support and follow up throughout their entire process through Luna Centre.
- Over the phone or in-person follow-up after appointments, interviews, etc. as directed by the family's needs.
- Connect families in-person or over the phone with appropriate resources in their community for long-term support.
- Administrative tasks which include email, data entry and file review.
- Documentation of all interactions and conversations.

Skills and Qualifications:

- Knowledge of being trauma aware and informed.
- Knowledge of the Victims Bill of Rights.
- Understanding of the criminal justice system and its processes.
- Must possess sensitivity towards family histories and cultural differences.
- Knowledge of the family system/unit and child development and how trauma impacts the developing brain.
- Ability to work effectively both in a cross-functional team environment and independently.
- Demonstrate excellent verbal and non-verbal communication skills.
- Demonstrate maturity, reliability, and punctuality.
- Strong work ethic.
- Be able to maintain confidentiality.

About Luna Child and Youth Advocacy Centre:

Luna Child and Youth Advocacy Centre (formerly Calgary & Area Child Advocacy Centre) is recognized as a centre of excellence in child abuse intervention and prevention. Luna's multi-disciplinary team of experts from health, children's services, law enforcement, justice and victim services work together from one location to help young people and their families throughout the disclosure, investigation, and judicial process, and along all phases of their healing journey. This collaborative model surrounds young people and their families with the specialized supports they need and leverages shared expertise to build engaged communities where everyone plays a role in keeping children and youth safe.

www.lunacentre.ca

*At Luna, our **commitment to diversity** is our promise to each other and the individuals and communities we serve. We believe in the inherent benefits of an inclusive and diverse organization that recognizes, embraces, and values all forms of diversity. We strive to remove barriers to inclusion in all aspects of our organization and service delivery, so that we may support, strengthen, benefit from, and contribute to the richness and complexity that is our community.*