

Volunteer Job Description: Victim Surrogate

Position Summary

Your lived experience has the power to create meaningful change. If you are at a place in your healing journey where you feel ready to support others, becoming a Volunteer Victim Surrogate offers an opportunity to help individuals understand the human impact of crime while encouraging accountability, empathy, and meaningful repair.

Volunteer Victim Surrogates play an important role in Mediation Services' restorative justice programs by representing the perspectives and needs of those harmed by crime when a direct victim is unable or chooses not to participate. Through restorative dialogue, volunteers help participants better understand the impact of their actions while supporting healing, accountability, and positive change.

Duties and Responsibilities

As a Volunteer Victim Surrogate, you will:

- Participate in restorative justice processes as a surrogate for those harmed by crime, including direct victims and the community.
- Bring forward the perspectives, needs, and impacts experienced by victims and the community while maintaining the integrity of the restorative process.
- Support meaningful dialogue that encourages empathy, accountability, and repair.
- Participate in preparation meetings, restorative justice sessions, and post-session debriefs.
- Maintain confidentiality and professional boundaries.
- Attend required training, supervision, and ongoing professional development opportunities.
- Communicate respectfully and work collaboratively with staff, volunteers, and participants.
- Uphold the values and principles of restorative justice in every interaction.

Time Commitment

- Commit to a minimum of two shifts (approximately 3 hours each) per month for a minimum period of one year.
- Attendance at initial training and periodic volunteer development opportunities as required.

Qualifications

Ideal volunteers will:

- Have reached a place in their healing journey where they feel emotionally ready to support others.
- Be motivated to use their lived experience to contribute to restorative justice and community healing.

- Demonstrate emotional resilience, self-awareness, and healthy coping strategies.
- Possess strong listening, communication, and interpersonal skills.
- Treat all participants with dignity, respect, and empathy, including those who have caused harm.
- Be dependable, professional, and able to maintain confidentiality.
- Reflect the diversity of our community, including Indigenous peoples, newcomers, youth, seniors, and individuals from diverse cultural backgrounds and lived experiences.

Orientation and Training

Successful applicants will be required to attend a volunteer orientation and circle on October 26 from 9:00 a.m. to 4:00 p.m., followed by a comprehensive two-day training program on October 27 and 28, from 9:00 a.m. to 4:00 p.m. each day.

Ongoing mentorship, coaching, and debriefing are provided to ensure volunteers feel supported and prepared.

Required Knowledge and Policies

Volunteers are expected to become familiar with and adhere to Mediation Services':

- Purpose, Goal, and Values
- Restorative Justice Principles
- Confidentiality and Privacy Policy
- Conflict of Interest Policy
- Workplace Safety and Harassment Policies

Screening Requirements

Successful applicants must complete:

- Criminal Record Check
- Vulnerable Sector Check (when required for youth or vulnerable participant involvement)
- Reference Checks

Volunteers will be reimbursed for these checks. A criminal record does not necessarily exclude an applicant from consideration. We recognize the value of diverse lived experiences and consider each application on an individual basis.

Working Conditions

Volunteer Victim Surrogates participate primarily in person at:

Mediation Services
302–1200 Portage Avenue
Winnipeg, Manitoba

The office is fully accessible and offers free street parking. Some preparation, debriefing, or meetings may be conducted virtually when appropriate.

Support

Mediation Services is committed to creating a caring, collaborative, and supportive volunteer experience. Volunteers receive comprehensive training, ongoing guidance, and participate only when they feel ready. Every volunteer is supported throughout the restorative justice process by experienced staff committed to fostering safe, respectful, and meaningful participation.

How to Apply

Interested applicants are invited to complete and submit a [Volunteer Application](#) along with a current resume.

Applications will be kept on file for one year, and we will connect with candidates as opportunities become available throughout the year

When completing the application, under **“General Interests,”** please select **“Victim Surrogacy”**.

For more details on this volunteer role or for assistance in the application process, candidates can reach out to the Volunteer Coordinator at volunteer@mswpg.ca.