

### **Job Description**

#### **Police Based Victim Services Worker - Together Against Violence Team**

##### **Summary:**

The Police Based Victim Service Worker ensures continuity of services by supporting the program Lead with the daily operations of the Victim Services office. The Worker also provides direct support services to crime and trauma victims, witnesses and their families by providing crisis intervention, emotional support, information and referrals at the scene or by phone. The Worker uses a strength-based feminist approach to excellence in service delivery and reports to the Lead, Police Based Victim Service Worker.

##### **Key Duties and Responsibilities:**

- Supports the Victim Services program in the absence of the Lead
- Monitors daily occurrence log on PRIME for police referrals and obtain client consent from police
- Ensures policies and protocols between the Community-based Victim Services and Police-based are followed
- Keeps updated and knowledgeable on legislation (e.g. VOCA, CVBR), programs and information necessary to work with victims or witnesses of crime
- Participates in Victim Services Division training when applicable
- Liaises with RCMP officers regarding client files as required
- Provides ongoing emotional support to victims of crime, trauma and family issues until victim services file is closed
- Updates Victim Services Unit forms and written handouts for clients
- Keeps clients informed of the status of their investigation or refers to police members for further clarification
- Establishes and maintains client files, documenting all interactions and services provided
- Provides court support to victims/witnesses of crime, including updates on court appearances, court orientation and accompaniment, and explanation of the criminal justice system when applicable
- Provides crisis intervention services at the scene of police call-outs, such as crimes, serious accidents, sudden deaths and next-of-kin notifications
- Follows up on requests for assistance from clients or police members
- Accompanies victims and/or provides them with emergency transportation as appropriate
- Meets clients in person at their homes, hospital or at the detachment in order to provide support
- Contacts victims or witnesses to offer emotional support, debriefing, referrals to resources and other practical assistance
- Assists victims in completing various forms such as *Crime Victim Assistance Program* applications and *Victim Impact Statements*
- Support the mission, vision and values of SCCSS including participating in organizational wide initiatives as interested or asked
- Assists with other duties as required, from time to time, aiding with the efficient operation of the organization

### **Qualifications and skills required:**

- B.A. in Social Work, Psychology, or other relevant social science degree or the equivalent combination of experience and education
- Experience working as a Crisis Support Worker for Police Based Victim Services for SCCSS is an asset
- Ability to obtain and maintain an RCMP Enhanced Security Clearance including agreeing to E-Division Victim Services Code of Ethics
- Knowledge of the Criminal Justice System and Victims' Rights Legislation an asset
- Experience providing crisis intervention and emotional support
- Computer skills in Microsoft Word, JUSTIN, Ross GroupWise, PRIME, VSIS and OPRA are an asset
- A valid BC driver's license, a good driving record and access to a vehicle in good working order to attend call outs across the Coast
- Must have flexibility in shifts and duty hours, owing to the 24-hour demands of the Unit with ability to respond to emergency call-outs by police after hours either by phone or in person when appropriate
- Must be able to provide holiday coverage for the Lead, working up to 35 hours per week for three weeks of the year
- Demonstrated ability to work independently and use sound judgement and skill when dealing with on-scene critical incidents
- Excellent communication skills, especially with traumatized individuals in crisis situations
- Skilled in dealing professionally with outside agencies and police members
- Awareness of community resources for victims an asset
- Experience applying a feminist analysis of gender violence as it affects children, women and trans folks
- Demonstrated culturally competent with the ability to work effectively and in a non-judgmental manner with clients from different cultures, ethnicity, and socio-economic backgrounds
- Solid understanding of the systemic issues that need to be addressed in order to decrease violence against women and children is an asset
- Good understanding of and experience working with adults living with mental illness an asset
- Knowledge of Universal Safety Precautions
- Knowledge of the dynamics of violence against marginalized individuals, family systems and practices, and the impacts of colonization, including Residential Schools, on Indigenous people is an asset
- Strong knowledge of SCCSS programs and services

### **Working Conditions**

- This position works in a variety of locations included family residences, community settings and a typical office environment with time spent at various locations (indoors and outdoors) for call outs to events attended by first responders
- This position may work alone, one-to-one with families or individuals, with little to no supervision

### **Physical Requirements**

- Sitting for extended periods of time and computer use
- Lifting and moving of general office supplies and other related supplies/equipment

### **Organizational Relationships**

This position reports to the Lead, Police Based Victim Services