

## JOB DESCRIPTION

<b>Position Title:</b>	Police-Based Victim Services Worker
<b>Classification:</b>	Unique, 650 points
<b>Grid:</b>	13
<b>Program:</b>	Police-Based Victim Services
<b>Reports to:</b>	Community Programs Manager
<b>Date:</b>	December 2021

### Job Summary:

Provides services to victims and witnesses of crime and/or trauma, assisting them to navigate the criminal justice, family law and other systems. Works to assess each referral and apply the appropriate response within all relevant policies and procedures. Supervises volunteers and triages referrals to the most appropriate worker. Ensures that victims of crime are given opportunities to address the effects of the crimes committed against them.

### Education, Training and Experience:

- A diploma in the social services field
- Two years recent related experience including supervisory or volunteer management experience
- An equivalent combination of relevant education, training and experience will be considered

### Knowledge, Skills and Abilities:

- Demonstrated knowledge and experience of the criminal justice, family law, health and child welfare systems
- Knowledge of relevant legislation including Victims of Crime Act, Child, Family, Community Services Act, Personal Information Privacy Act, Federal Privacy Act, and Infants Act
- Excellent organizational skills
- Excellent oral, written and interpersonal communication skills.
- Demonstrated critical thinking and problem solving skills with complex cases and good professional judgement. Ability to function independently and with minimal supervision while managing multiple demands and time pressures.
- Proven intake and needs assessment skills.
- Demonstrated ability to work effectively with multi-disciplinary case management teams.
- Strong cultural competency and socially inclusive practice.

- A high level of tact, diplomacy and professionalism.
- A high level of discretion and adherence to privacy legislation and policy.
- Proficient in basic computer applications, including Microsoft Office. Working knowledge of police and justice system database programs.
- Excellent time management skills.
- Understanding of and demonstrated skills and ability to work from a feminist perspective.

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

#### **A. Client Service**

1. Guided by PBVS policies, applies accepted procedures to provide a trauma-informed response and direct service to victims of crime. Assists in triaging referrals for response by incumbent or program volunteer. Uses professional judgement to assess immediate needs in order to provide emotional and practical support to clients.
2. Works closely with RCMP members to coordinate service for victims of crime. Ensures that victims of crime are connected to the appropriate victim service program as per the regional protocol.
3. Provides navigation of the criminal justice, family law, health, child welfare and other systems. Provides court preparation, accompaniment and support. Ensures victims are informed of their rights under the Victims of Crime Act and other relevant legislation. Advocates for service and information as necessary.
4. Develops and maintains positive and confidential relationships with clients.
5. Responds to call-outs or emergency situations during scheduled work hours, and periodically attends call-outs after scheduled hours.
6. Assesses eligibility and assists with applications for Crime Victim Assistance Program funding.
7. Completes risk assessments and supports clients to engage in personalized safety planning. Understands high risk domestic violence and the referral process to the Interagency Case Assessment Team (ICAT) as indicated by the assessed risk level.

#### **B. Programs Administration**

1. Maintains accurate client records and appropriate documentation according to Records Management Guidelines, PBVS and agency policy. Ensures client records are securely stored.
2. Accesses information from relevant information databases in accordance with policy and procedures.
3. Maintains and submits accurate statistics and reports as required by the funder, the Society or as requested by the Programs Manager.
4. Develops and maintains a collection of resource materials for clients.
5. Ensures that policies and procedures are adhered to in the delivery of service.
6. Submits employment records such as Time Sheets, Mileage Reports and Professional Development forms to the Programs Manager in a timely fashion.

#### **C. Organizational Role**

1. Participates and contributes as a member of the Victim Services and Community Programs teams. Builds and maintains positive relationships and works collaboratively with the other victim service programs.
2. Provides supervision and guidance to program volunteers.

3. Adheres to the philosophies, policies, procedures and Code of Ethics of the Society.
4. Accounts to the Community Programs Manager and participates in regular supervision.
5. Ensures that personal safety of self is at the forefront in delivery of services. Communicates promptly with the Programs Manager regarding any personal safety concerns.
6. Takes steps to maintain personal wellness by participating in peer support activities, clinical supervision or other remedies as required.
7. Participates in professional development through workshops, in-service training, etc. as required. Develops and maintains current knowledge of the effects of crimes on victims and the justice system.
8. Communicates with Society staff regarding the services of the Police-based Victim Services Program. Provides information to Society staff with respect to serving victims of crime.

**D. Community Role**

1. Initiates referrals and liaises with community agencies as required by each client's case.
2. Participates in community coordination activities to enhance client service and promote the Police-based Victim Services program, and where required by Program Manager.
3. Seeks opportunities to collaborate with other internal and external services in order to meet the needs of the client.
4. Participates in presentations and public awareness about the Police-based Victim Services program and the services offered.
5. Represents the Society positively and professionally in the community and in all activities.

**E. Other**

1. Performs other duties as directed.

**Additional Job Information:**

- Ideal characteristics for position include: articulate, personable, flexible, compassionate, tactful.
- An Enhanced Criminal Records Check is required.
- Membership with the BC Government and Service Employees' Union is required.
- A valid Driver's license and availability of personal vehicle for work purposes is required.
- Full vaccination against COVID-19 is required.