

## **COURT LIAISON OFFICER**

<b>Approval Date:</b>	June 2025	<b>Department:</b>	Police Services
<input type="checkbox"/> IAFF	<input checked="" type="checkbox"/> CUPE	<input type="checkbox"/> Management	
<b>Title of Management Supervisor:</b>	RCMP Municipal Manager		

### **General Accountability:**

#### **Purpose and Scope**

The incumbent reports administratively to the RCMP Municipal Manager and operationally to the Officer in Charge and is responsible for liaising with Crown Counsel, Adult and Youth Corrections, and the court registry on behalf of the RCMP during the criminal case management process. The Court Liaison receives and submits all court documents as per Justice Information system (JUSTIN) and/or Crown Counsel requirements, and re-routes files that do not meet established requirements for corrections or inclusion of additional information where necessary. This position utilizes a variety of confidential RCMP applications<sup>1</sup> (e.g. PRIME, CPIC). The incumbent works as part of an overall records services team<sup>2</sup> led by Police Records Services Coordinators. Working cooperatively and collaboratively, the incumbent is expected to participate as a member of the records services team and provide solutions to problems relating to records management, workflow, and any other matters that may arise.

### **Nature and Scope of Work**

- Maintains the integrity and confidentiality of RCMP investigational files, processes and systems.
- Receives and reviews approved Report to Crown Counsel (RCC) information on the General Occurrence (GO) to ensure requirements for submission through the JUSTIN are met.
- Re-routes GO files to NCO/Supervisors for correction of all incomplete and/or missed steps to meet JUSTIN requirements.
- Advises Police Records Services Coordinator of any conflicts and/or duplications in the Master Name Index (MNI).
- Builds, verifies, and submits electronic court file to Crown Counsel for all approved RCC information that meets JUSTIN requirements.
- Reviews RCC synopsis to swear the information for an offence; swears and/or affirms Informations before a Justice of the Peace.
- Processes in-custody cases in Court within 24 hours where practicable.
- Retrieves all documents from Court Registry for distribution to records staff for updating files and data entry in various RCMP applications including PRIME and CPIC.
- Utilizes JUSTIN to record pre-scheduled leaves for RCMP and/or staff witness.
- Maintains close liaison with Court officials responsible for witness services; delivers Law Enforcement Notifications (LENS) and de-notifications to police witnesses (RCMP) received from Court; and coordinates service of Summonses and/or Subpoenas.
- Uses RCMP applications to conduct queries as requested by RCMP members.
- Provides support and assistance to members as and when required.
- Follows the rules of workflow to ensure timely distribution of files to members and support staff.
- Delivers efficient and professional customer service providing routine information and processing routine transactions on the phone or at the front counter, refers non-routine matters to Police Records Services Coordinator or relevant RCMP personnel as necessary.

<sup>1</sup> Police Records Information Management Environment (PRIME); Canadian Police Information Centre (CPIC)

<sup>2</sup> "Records services team" includes the following positions: Court Liaison Officer; Watch Clerk; Records Clerk; Exhibit Clerk; Electronic File Disclosure Clerk; Police Services Clerk.

- Participates and provides solutions to problems relating to records management with other team members.
- Maintains reference manual for position duties for backup personnel.
- Performs other duties as assigned.

### **Necessary Qualifications**

#### **Technical Knowledge/Skills:**

- Familiar with using the internet and email system.
- Familiar with *Criminal Code of Canada*, *Access to Information Act* and other federal, provincial and municipal statutes and regulations.
- Thorough knowledge of police field operations, investigational procedures and techniques, and evidentiary requirements to prove a charge.
- Considerable knowledge of the criminal justice system and court procedures.
- Knowledge of conflict resolution, problem solving, and time management principles and techniques.
- Knowledge of WorkSafe BC regulations and safe work procedures.
- Knowledge of methods and practices relating to the handling of classified/sensitive material and access to information pursuant to the *Privacy Act* and Government of Canada security policy.
- Knowledge of general office procedures, composition of correspondence and customization of documents.
- Familiar with RCMP Policies and Procedures.
- Thorough knowledge of RCMP national data systems including, but not limited to, PRIME and CPIC.
- Considerable knowledge of the JUSTIN court data system, Secure File Transfer System (SFTS) and Digital Evidence Management System (DEMS).
- Knowledge of various techniques and practices in maintaining directives, manuals and records to ensure information is accurate and current including purging files in accordance with applicable legislation.
- Excellent oral communication skills.
- Excellent written communication skills including completing and reviewing detailed forms, reading and writing memos and letters.
- Excellent analytical skills.
- Excellent time management and organizational skills.
- Excellent attention to detail.
- Intermediate level of Microsoft Word.

#### **Abilities:**

- Demonstrated ability to maintain the highest level of confidentiality as it relates to investigational files processed through the RCMP detachment.
- Deal courteously and tactfully with all customers both on the phone and in person.
- Ability to consistently deliver work of a high standard of quality, precision and according to standards, procedures, rules, regulations and expectations.
- Read and assess reports for clarity, accuracy, and completeness and to ensure that all proper investigational procedures and evidentiary requirements are met.
- Work under general direction only, exercising considerable independence and initiative in the execution of duties, in an ever-changing environment.
- Remain calm during hostile or stressful situations.
- Exercise sound judgment and provide solutions to problems that arise.
- Provide an effective leadership role within a proactive team environment.
- Effectively respond to a high volume of inquiries and do a multitude of tasks.
- Ability and willingness to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
- Pass and maintain RCMP Reliability Security screening.
- Ability to obtain “Special Provincial Constable” appointment.

**Education:**

- High school graduation or equivalent.
- Achievement of Certificate or Diploma in Applied Police Sciences; **OR**
- An assessable equivalent in education, training and police field operations experience.

**Training**

- Completion of courses in leadership/teambuilding and conflict resolution from a recognized educational institute.
- PRIME and JUSTIN training.
- Possess and maintain a valid BC Class 5 driver's license as per City policy.

**Experience:**

- Minimum five (5) years, within last ten (10) years of operational experience in police field investigation work and in court procedures.
- Minimum one (1) year working with PRIME workflow, or workflow with equivalent police records information management environment (ie. PROS), identifying deficiencies and providing solutions within records management.
- Proven experience in a team leader role utilizing teambuilding, conflict resolution, and problem-solving practices and principles.
- Experience with JUSTIN.