
VICTIM SERVICES CASE WORKER

Approval Date:	October 2026	Department:	Police Services
Title of Management Supervisor:	Police Services Supervisor		

General Accountability:**Purpose and Scope**

Reporting to the Police Services Supervisor, this position provides crisis intervention, emotional support, and practical assistance to victims of crime and trauma. Services are delivered in accordance with Ministry of Public Safety and Solicitor General expectations, applicable federal and/or provincial legislation and organizational policies, using a trauma-informed and client-centered approach. The position operates as part of the Community Policing team, under the direction of the Community Policing Coordinator, and collaborates with the broader Police Services department.

Flexibility in scheduling work hours will be involved in this position. The incumbent is expected to work with minimal supervision and adjust shifts according to evening and weekend meetings, conferences, and training seminars. Attendance at after-hours call-outs is a requirement of this position. This position is exempt from the provisions of the City of Campbell River/C.U.P.E. Local 401 Collective Agreement and is employed as a contract position with the potential of renewal upon mutual agreement. The incumbent is expected to supply their own vehicle on the job within the contract allowance.

Nature and Scope of Work

- Maintains the integrity and confidentiality of all files, processes and systems related to RCMP investigations, Community Policing and Victim Services Programs.
- Provides crisis intervention, emotional support, and ongoing case management to victims of crime and trauma.
- Conducts client intake, risk assessments, and develops safety plans.
- Assists clients in understanding their rights under the *Victims of Crime Act* and in navigating the criminal justice system.
- Liaises with police, Crown counsel, courts, and community service providers.
- Prepares clients for court processes and provides court accompaniment as required.
- Refers clients to appropriate community resources, including counseling, housing, financial assistance, and health services.
- Maintains accurate, timely, and confidential case records in compliance with applicable federal and/or provincial privacy legislation, applicable RCMP and City policies and procedures, and Ministry of Public Safety & Solicitor General reporting requirements.
- Participates in on-call rotation and after-hours crisis response, as required by the program.
- Supports program delivery through outreach, public education, and prevention initiatives.
- Refers non-routine matters to the Senior Victim Services Case Worker, the Community Policing Coordinator, the Police Services Supervisor, and/or RCMP personnel, as appropriate.
- Assists Senior Victim Services Case Worker with volunteer coordination and administrative support to the program as required.
- Contributes to continuous improvement by identifying and addressing issues related to service delivery, administrative processes and records management with other team members.
- Maintains current reference manual and procedural documentation to support operational continuity.
- Performs other duties as assigned.

Necessary Qualifications

Technical Knowledge/Skills:

- Knowledge of program objectives, policies and procedures.
- Knowledge of crisis intervention practices, techniques and trauma-informed approaches related to the work performed.
- Knowledge of the services available through community agencies and organizations.
- Knowledge of victims' rights under related federal and provincial statutes and regulations.
- Knowledge of court and police procedures as they relate to the work performed.
- Knowledge of conflict resolution and problem-solving principles and techniques.
- Knowledge of WorkSafe BC regulations and safe work procedures.
- Knowledge of general office administration, including records management, file organization, and preparation of correspondence and documents.
- Strong oral, listening and written skills.
- Strong time management and organizational skills.
- Intermediate proficiency with MS Word and basic proficiency with MS Excel, demonstrated through testing.
- Proficiency with computers and using the internet and email system.
- Familiar with the use of standard office equipment.

Abilities:

- Demonstrated ability to maintain strict confidentiality of sensitive investigative and client information.
- Demonstrated interpersonal and communication skills to interact effectively and professionally with clients and the public, both in person and by telephone.
- Ability to manage and de-escalate confrontational situations and remain calm in high-stress situations with tact, professionalism and sound judgment.
- Ability to produce accurate, high-quality work with strong attention to detail.
- Ability to work under general direction, exercising independence, initiative, and sound judgment in a dynamic environment.
- Demonstrated problem-solving and ability to respond effectively to issues as they arise.
- Ability to contribute to a collaborative and team-oriented work environment.
- Ability to manage a high volume of inquiries and competing priorities.
- Demonstrated commitment to fostering a respectful, inclusive, and supportive workplace that values diversity and equity.
- Ability to pass and maintain RCMP Reliability Security screening.
- Must possess and maintain a valid BC driver's licence as per City policy.

Education:

- Grade 12 or equivalent.

Experience:

- Minimum three (3) years within the past seven (7) years in a social services environment, including at least one (1) year working with victims of crime, trauma or vulnerable populations.

Unusual Working Conditions:

- Participation in an after-hours on-call rotation is required.
- Exposure to sensitive and potentially distressing information.
- Work is performed in office, court and community-based settings.