
Temporary Victim Services Support Worker☒ Contract**Department:** Police Services**Title of Management Supervisor:** RCMP Municipal Manager**General Accountability:****Purpose and Scope**

Reporting to the Police Services Supervisor and working directly under the supervision of the Victim Services Coordinator, the Temporary Victim Services Support Worker provides temporary administrative crisis intervention support to the Victim Services Program, and crisis intervention and immediate follow-up assistance to victims and witnesses of crime and trauma.

Flexibility in scheduling work hours will be involved in this position. The Temporary Victim Services Support Worker is expected to work with minimal supervision. 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 temporary contract position with the potential for extension upon mutual agreement. The Temporary Victim Services Support Worker is expected to supply their own vehicle on the job within the contract allowance.

Nature and Scope of Work

The nature of the duties and responsibilities include, but are not limited to:

- Provide administrative support for a victim services program providing immediate and follow-up services to witnesses and victims of crime and trauma, including preparation of correspondence, maintenance of client files, record keeping and collection of statistics related to the program.
- Refer questions, concerns, or suggestions of volunteers to the Victim Services Coordinator.
- Ensure program policies and procedures are followed.
- Assist with coordinating program meetings.
- Receive referrals, contact victims, assist victims of crime and/or trauma within the boundaries of the program services, and arrange referrals to additional resources where necessary.
- Be available for call outs or emergency situations (in consultation with the Victim Services Coordinator)
- Work in cooperation with other community service agencies, government bodies and police members on behalf of the victims.
- Maintain the Program filing system.
- Maintain a library and public display of information on the Program, resources, brochures and community agencies, ensuring that materials are current.
- Maintain appropriate inventory of office supplies for the Program.

The duties and responsibilities above are representative, and not all-inclusive.

Necessary Qualifications**Knowledge:**

- Thorough knowledge of program objectives, policies, and procedures.
- Thorough knowledge of office procedures, letter and memo composition, file management, and document organization.
- Considerable knowledge of crisis intervention practices available through community agencies and organizations.
- Sound knowledge of court and police procedures as they relate to the work performed.
- Sound knowledge of victims' rights under the *Victims of Crime Act*.
- Working knowledge of WorkSafe BC regulations and safe work procedures.

Skills:

- Demonstrated excellence in interpersonal and leadership skills.
- Strong sense of professionalism, impartiality, and commitment to client confidentiality.
- Skill in the operation of a personal computer and word processing software in a Microsoft Office environment (i.e., Outlook, Word, Excel, PowerPoint).

Abilities:

- Ability to establish and maintain effective working relationships with a wide variety of internal and external contacts including community groups.
- Ability to process, check and maintain a variety of office records, files, reports, documents and related materials, as well as file and retrieve information both manually and electronically.
- Ability to operate office equipment.
- Ability to effectively provide direct crisis intervention and follow-up services to victims of crime, trauma, and family problems, often under conditions of emergency and conflict.
- Ability to work with limited supervision, requiring independence of action and judgement.
- Ability to pass and maintain RCMP Reliability security screening.
- Valid Class 5 BC Driver's License.

Education:

- High school graduation.

Training:

- One-year previous experience as a volunteer working with victims or crime; or
- An assessable equivalent in education, training, and experience in victim services/crisis intervention.

Experience:

- Minimum three years prior work experience (within last seven (7) years) in a social service environment, or an assessable equivalent