



JOB TITLE: Victim Services Caseworker
DEPARTMENT: Community Services

JOB SUMMARY

Reporting to the Manager, Victim Services, the primary role of the Victim Services Caseworker is to provide support services to victims and witnesses of crime and/or trauma.

DUTIES / RESPONSIBILITIES

- Provides information and support services to victims, witnesses and anyone else affected by crime and/or trauma, and arrange referrals to additional resources where necessary
- Accepts referrals from RCMP, community colleagues and general public
- Responds to call-outs or emergency situations during scheduled work hours, and periodically attends call-outs after scheduled hours
- Liaises with Criminal Justice partners, and works in cooperation with community resources and agencies on behalf of victims
- Maintains client confidentiality, except where required to report specific crime events to police
- Offers clients involved with the criminal justice system access to court support, orientation, court process, attendance, outcomes and explanation of no contact orders and the administration of the offenders sentence
- Assists clients with forms such as victim impact statements, crime victim assistance applications and other relevant applications
- Maintains accurate records and other administrative duties, including accessing information from RCMP, PRIME, Court Personnel, and JUSTIN, maintaining Victim Services files, collecting statistics for Ministry of Public Safety and Solicitor General
- Maintains a library of information, including resources, brochures and community agencies, ensuring that materials are kept up-to-date
- Promotes the Victim Services Program through active community involvement, including participation in community events, focus groups and educational events
- Attends educational and training opportunities
- Maintains harmonious working relationships with Regional District and municipal staff, RCMP members, members of the business community and the general public
- Performs other duties as may be assigned from time to time

SUPERVISION RECEIVED AND EXERCISED

Immediate Supervisor:	Manager, Victim Services
Positions directly supervised:	
This position is responsible for:	
<input type="checkbox"/> Assigning work	<input type="checkbox"/> Reviewing work
<input type="checkbox"/> Evaluating work	<input type="checkbox"/> Disciplining employees
<input checked="" type="checkbox"/> Not applicable	

KNOWLEDGE, ABILITIES AND SKILLS REQUIRED

Education:	<ul style="list-style-type: none"> ▪ Post-secondary education in social work, criminal justice, or a related field
Experience:	<ul style="list-style-type: none"> ▪ Three years of experience working with victims of crime or trauma, in a local government setting
Licenses / Certificates / Registrations:	<ul style="list-style-type: none"> ▪ Valid Class 5 BC Driver's License
Specific Skills:	<ul style="list-style-type: none"> ▪ Extensive knowledge of victim issues, social services and community resources ▪ Sound understanding of the criminal justice system ▪ Strong sense of professionalism, non-judgmental attitude and commitment to client confidentiality ▪ Ability to effectively provide direct services to victims and witnesses of crime and trauma ▪ Ability to work with limited supervision and as part of a team, requiring independence and initiative ▪ Superior organizational skills, multi-tasking talents and well-developed leadership skills ▪ Strong interpersonal and communication skills, both written and verbal ▪ Sound working skills in the use of MS Office suite of products (include Word and Excel) ▪ Working knowledge of police database systems
Special Requirements:	<ul style="list-style-type: none"> ▪ May be required to work outside scheduled office hours ▪ Must have a vehicle available for business use ▪ Must possess and maintain an RCMP Security Clearance

CLASSIFICATION

Wage Level 7

JOB DESCRIPTION

Effective date: March 15, 2019