

JOB DESCRIPTION

TITLE: VICTIM SERVICES WORKER

DEPARTMENT: OLIVER AND OSOYOOS RCMP

Job Desc. Last Updated: December 2024

GENERAL ACCOUNTABILITY

Reporting to the Victim Services Program Manager, this position will support victim services programs operating out of the Oliver and Osoyoos RCMP Detachments. The position provides services to victims, youth and families, and liaises with RCMP members and a variety of government and community services in order to coordinate efforts. Responsibilities also include preparing and maintaining a variety of records, reports and correspondence. The Victim Services Worker performs duties under minimal supervision.

NATURE AND SCOPE OF WORK

1. Provides crisis intervention assistance and emotional support in response to a wide variety of traumatic incidents such as suicide attempts, sudden death, intimate partner violence, family violence, child abuse (both sexual and physical), serious assaults and major crime.
2. Provides ongoing evaluation and applies appropriate intervention models, recommends necessary remedial action, advocates for and refers clients to other agencies or services as appropriate.
3. Provides court support services (liaises with Crown Counsel and informs clients of court-imposed conditions, court procedures and case progress through the criminal justice system, conducts court orientation, attends meetings with victims and Crown Counsel, facilitates access to vulnerable victim testimonial aids, arrange for court escorts, as required, accompanies/transport clients to court providing ongoing emotional support).
4. Acts as an intermediary with external agencies to assist clients in gathering and providing information and in completing forms, and transporting clients as required.
5. Provides information regarding community resources.
6. Prepares and maintains records and reports as required by Province and contractors.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Must be able to attend the Oliver or Osoyoos RCMP detachments in under 45 minutes if called out.
- Must have a valid BC driver's license and be able to pass a policy security clearance.
- Must be knowledgeable about Victim Services program objectives, policies and procedures, the services provided to victims and witnesses of crime and trauma, and have considerable knowledge of the *Criminal Code*, *Victims of Crime Act* and all other victim legislation.
- Must demonstrate a superior level of discretion and adhere to privacy legislation and policy.
- Must employ effective critical thinking and problem-solving skills along with good professional judgment.
- Ability to communicate effectively both verbally and in writing.
- Ability to operate various office and computer equipment.
- Must be proficient in Microsoft Office applications and Adobe Acrobat and have a working knowledge of Police and Justice System databases.

- Must be able to function independently with minimal supervision while managing multiple demands and time pressure.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

- Completion of Secondary School education with post secondary training or equivalent experience in a related discipline such as criminology or social work.

REQUIRED LICENCES, CERTIFICATES, AND REGISTRATIONS

- Valid Class 5 B.C. Driver's License; a satisfactory current driver's abstract required.
- Police Security Clearance.

PHYSICAL AND PSYCHOLOGICAL DEMANDS

- Periods of prolonged sitting, typing, standing and walking.
- Must be able to work in periods of high stress and pressure and be able to respond to frequently changing operational demands.
- Must be able to work effectively with highly traumatized and elevated clients in situations of possibly high conflict.

OTHER REQUIREMENTS OF THE POSITION

- Attends educational training opportunities in order to stay current on legislation relating to victim's rights.
- Adheres to all WorkSafeBC and safety protocols such as working alone policy, regardless of any potential conflict with job description.