

RDCO Job Description



Position Title: Victim Services Caseworker

Division: Community Services

Reports To: Manager of Police & Community Support Services

Date: March 28, 2018

Job Purpose/Summary:

The primary purpose of the Victim Services Caseworker position is to provide information, practical assistance and emotional support to victims and witnesses of crime and/or trauma.

Principal Accountabilities:

1. Provide information, practical assistance and emotional support to victims and witnesses of crime and trauma. Work in partnership with community-based Victim Services, basic needs community resources and emergency supports to assist clients.
2. Accept referrals from RCMP, general public and community colleagues.
3. Liaise with Criminal Justice partners including RCMP, Specialized Domestic Violence Unit, Coroner's Office, and Crown Counsel to assist and support victims of crime.
4. Maintain client confidentiality with the disclaimer of the requirement to report specific crime events to RCMP.
5. Offer clients involved with the criminal justice system access to court support (including providing information on court process, court orientation, court attendance, court outcomes, and explanation of no contact orders and the administration of the offender's sentence).
6. Assist clients with forms regarding Victim Impact Statement, Crime Victim Assistance Program and other relevant referrals.
7. Maintain accurate records and other administrative duties, including accessing information from RCMP, maintain Victim Services (VSIS) files, collect statistics for Ministry of Justice and report to RDCO Manager.
8. Promote Victim Services through active community involvement, including participation in community committees, focus groups, and educational events. Provide program brochures and other applicable materials to community and clients.
9. On-call emergency availability for Police call-outs (providing stand-by services 24 hours, 7 days per week).
10. Attend educational and training opportunities.
11. Other related duties assigned.

Reporting Relationships:

Direct Reports:

Dimensions: (Annual/approximate)

of FTE
Employees/Dept.

Knowledge, Skills & Experience

Educational Background Required:

- Degree in a related field.
- Valid BC Driver's Licence with Record of Safe Driving.

Experience Required:

- Must be able to meet and maintain RCMP Security Clearance status.
- Minimum 6 months working with victims of crime or trauma.
- Proficiency in using Microsoft Word and Excel.
- Knowledge of Police Database systems preferred.
- Working knowledge of Criminal Justice System.
- Working knowledge of social services resources and issues including: mental illness, abuse, suicide intervention, grief support and trauma reactions.
- Working knowledge of Ministry of Justice policy and mandates for Victim Service workers.

Working Conditions:

- **Physical Effort:** Office environment. Brief light/moderate lifting of boxes, office supplies.
- **Physical Environment:** Primarily an office environment; with client contacts in community and on occasion during police call out to environments such as roadside, hospital, people's homes and public places.
- **Mental Stress:** Regular exposure to complex social and mental conditions including secondary exposure to trauma, crimes against children and witnessing emotional anguish. Exposure to client issues with Mental Health and Criminal Justice System. Dealing with Privacy Act issues and release or non-release of police or criminal justice system information. Travel by vehicle, sometimes in the middle of the night and in all weather conditions.
- **Sensory Attention:** High demands on listening, concentration and attentiveness. Periodic exposure to incidents involving trauma and loss of life.