

VICTIM SERVICES ASSISTANT (Contract Position)

The City of Campbell River is seeking a **Victim Services Assistant** to join their Police Services Team.

Naturally, Campbell River – Located on Vancouver Island, surrounded by the ocean and majestic *mountains*, the City of Campbell River offers a rare combination of a welcoming small-town feel with large-city amenities. From summer markets and street events to an active arts and culture community to year-round, world-class recreational opportunities, the Campbell River lifestyle is unparalleled. We are a 45-minute drive from the winter and summer activities of Mount Washington, and just minutes from more than 100 km of all levels of mountain biking and hiking trails, plus easy access to the ocean, rivers and lakes for sports fishing, kayaking, paddle boarding and whale watching.

The role - Reporting to the Police Services Supervisor and working directly under the supervision of the Victim Services Coordinator, the Victim Services Assistant provides administrative support to the Victim Services Program, which provides crisis intervention and immediate and follow-up assistance to victims and witnesses of crime and trauma. The Victim Services Assistant also performs crisis intervention work, including after-hour call-outs, and coordinates with other community and social agencies on matters related to program delivery. Flexibility in scheduling work hours will be involved in this position. The Victim Services Assistant is expected to work with minimal supervision and adjust shifts according to evening and weekend meetings, conferences, and training seminars. Attendance at after-hour 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 an eighteen (18) month leave contract position. The Victim Services Assistant is expected to supply their own vehicle on the job within the contract allowance.

Our ideal candidate will have:

- One-year previous experience as a volunteer working with victims of crime, or an assessable equivalent in education, training and experience working in victim services/crisis intervention.
- Must possess and maintain a valid BC driver's licence as per City policy.
- Must achieve and maintain RCMP Reliability Security Screening.
- Have a minimum of three years' experience (within the last seven years) in a social service environment.

The current rate of pay for this contract position is **\$29.79 per hour** based on a 30 hour work week. Please see the attached for a detailed job description that lists all the necessary qualifications.

Please include verification of your education and certifications with your application.

This posting will remain open until filled.

Please send your resume with covering letter, quoting **Competition EXT-24-025-2** to:



Email: careers@campbellriver.ca

Human Resources Department
City of Campbell River
301 St. Ann's Road
Campbell River, BC V9W 4C7

We thank all applicants, however, only those selected for interviews will be contacted.

VICTIM SERVICES ASSISTANT (18 Month Leave Contract)

Approval Date:	February 2024	Department:	Police Services
Title of Immediate Supervisor:	Police Services Supervisor		

General Accountability:

Purpose and Scope

Reporting to the Police Services Supervisor and working directly under the supervision of the Victim Services Coordinator, the Victim Services Assistant provides administrative support to the Victim Services Program, which provides crisis intervention and immediate and follow-up assistance to victims and witnesses of crime and trauma. The Victim Services Assistant also performs crisis intervention work, including after-hour call-outs, and coordinates with other community and social agencies on matters related to program delivery.

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Nature and Scope of Work

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

- Maintains the integrity and confidentiality of RCMP investigational files, Victim Service files, and all processes and systems;
- Provides 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;
- Provides support for volunteers as follows:
 - Organizes all routine volunteer training sessions;
 - Organizes and schedules volunteers for office and 24-hour call outs;
 - Liaises with volunteers to ensure questions, concerns or suggestions are addressed or forwarded to the Victim Services Coordinator;
 - Assists with volunteer debriefing, as required;
- Ensures program policies and procedures are followed;
- Coordinates program training/meetings;
- Receives referrals, contacts victims, assists victims of crime and/or trauma within the boundaries of the program services, and arranges referrals to additional resources where necessary;
- Is available and attends call-outs or emergency situations if requested or required;
- Performs crisis intervention work, including after-hour call-outs, as requested including:
 - Responds to requests for emergency support from police, such as attending the scene alone or with colleague;
 - Provides emotional support to any victim or witness, arranges transportation and transition home placement, and assists with next of kin notifications as required;
- Works in cooperation with other community service agencies, government bodies and police members on behalf of

the victims;

- Establishes and maintains the Program filing system;
- Maintains a library and public display of information on the Program, resources, brochures and community agencies, ensuring that materials are current;
- Maintains and updates resource policy and training manuals;
- Maintains appropriate inventory of office supplies for the Program.

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

Necessary Qualifications

Technical Knowledge/Skills:

- Knowledge of program objectives, policies and procedures.
- Knowledge of crisis intervention practices and techniques related to the work performed.
- Knowledge of the services available through community agencies and organizations.
- Knowledge of court and police procedures as they relate to the work performed.
- Knowledge of victims’ rights under the *Victims of Crime Act* as well as assistance that may be available to victims through the Crime Victim Assistance Program.
- Knowledge of WorkSafe BC regulations and safe work procedures.
- Intermediate proficiency with MS Word and MS Excel.
- Proficiency with other relevant computer software applications, including email applications, presentation software, and some database applications.
- Skilled in the use of the Internet and general computer operating system functionalities.

Key Competencies:

Key Competency	Job Specific Requirements
Accountability & Reliability	Able to accept responsibility for the quality and timeliness of work commitments; able to demonstrate reliability and integrity on a daily basis. Demonstrated ability to maintain the highest level of confidentiality as it relates to investigational files processed through the RCMP Detachment.
Accuracy & Attention to Detail	Able to work thoughtfully and carefully to produce work that is complete and error-free.
Communication	Able to clearly and effectively express information, ideas and opinions through spoken word or formal or informal written formats to deliver messages that are clearly understood by the intended audience.
Conflict Management	Able to resolve disputes effectively and reach agreements to support the achievement of organizational objectives.
Decision Making & Problem Solving	Able to assess a situation and determine a course of action by applying knowledge, past experience, logic and insight in cases where discretion is required because the situation is ambiguous or information is limited; able to find ways to overcome obstacles or resolve issues so that objectives may be achieved.
Managing Information	Able to gather, maintain, protect and share information to support organizational decision-making and organizational learning.
Planning & Organizing	Able to effectively organize and schedule work to ensure that key objectives are achieved in a manner that makes optimal use of time, money and resources.
Service Orientation	Able to identify, analyze and respond to internal and external customer needs to optimize customer satisfaction.
Stress Tolerance	Able 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

Teamwork	Able to work well with others and to participate effectively in group initiatives to support the achievement of common objectives
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Education and Training:

- High school graduation.
- One (1) year previous experience as a volunteer working with victims of crime;
or
 - An assessable equivalent in education, training and experience in victim services/crisis intervention.
- Must possess and maintain a valid BC driver's licence as per City policy.
- Must achieve and maintain RCMP Reliability Security Screening.

Experience:

- Minimum three (3) years' experience (within last seven (7) years) in a social service environment.

Unusual Working Conditions:

- After-hour call-outs are a requirement of this position.