



SQUAMISH

HARDWIRED *for* ADVENTURE

The District of Squamish is located in the unceded traditional territory of the Skwxwú7mesh Úxwumixw (Squamish Nation). We offer gratitude to the Skwxwú7mesh People who have lived on these lands since time immemorial.

External Job Posting

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| Position: | Victim Services Case Worker |
| Status: | Regular Part-Time (4-19 hours per week) |
| Work Area: | Police Services |
| Posting Date: | May 24, 2024 |
| Closing Date: | Open until filled |

GENERAL SUMMARY

Under the general supervision of the RCMP Victim Services Coordinator. A Victim Services Case Worker is responsible for responding to police call-outs and providing direct support services to victims, family members and witnesses in the immediate aftermath of crime or trauma. Key duties include crisis intervention support, information, referrals as well as ongoing follow-up and court support services.

KEY RESPONSIBILITIES

Customer Service

- Contributes to the success of our team and creation of our thriving community, by fostering the District of Squamish corporate values: Respect, Integrity, Connection and Progress.
- Follows the District of Squamish's Customer Service Guidelines to ensure the Delivery of Outstanding Service.

Main Duties and Responsibilities

- Responds to police call-outs. Provides immediate crisis support to those impacted by crime, serious accidents or traumatic events.
- Liaises with agencies to obtain immediate services; when appropriate, accompanies victims to hospital, contacts family members, arranges for or provides emergency transportation.
- As requested by clients, provides ongoing support.
- In consultation with investigating officer, updates clients on the progress of the police investigation.
- Provides information regarding the criminal justice system.
- Conducts court orientations with victims and witnesses required to testify and arranges for court escorts during trial; accompanies clients to court to provide emotional support.
- Arranges meetings with clients and completes forms related to work. (VIS, VSU, CVAP)
- Provides information and referrals for services available through community agencies and organizations.
- Maintains familiarity with referral agencies and sources for referrals.
- Provides field training and ongoing guidance to auxiliary staff and volunteers when required.
- Maintains time, statistic records and files with appropriate agencies as required.
- Maintains continuous professional development and familiarization with existing and new legislation as it pertains to Police Based Victim Services Program Standards.
- Performs other related duties as required.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of the rules and regulations governing program activities.
- Considerable knowledge of the practices and techniques of crisis intervention and follow-up support as related to the work performed.
- Considerable knowledge of the criminal justice system procedures as they relate to the work performed.
- Considerable knowledge of principles, practices and terminology used in documenting client contacts and maintaining related files.
- Sound knowledge of available community resources.
- Ability to effectively provide direct services to victims and witnesses of crime and trauma, including emotional support, information and referrals, often under stressful circumstances.



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- Ability to provide field training, guidance, and assistance to crisis workers and volunteers.
- Ability to prepare records related to the work.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Ability to maintain confidentiality.
- Ability to effective work under pressure.
- Proficient in the use of RCMP computer programs such as VSIS, PRIME and JUSTIN.

WORKING CONDITIONS

- Must remain within a 20-minute driving proximity to the Squamish RCMP detachment while on shift.
- Frequent exposure to highly traumatized individuals and may, from time to time be exposed to the visual effects of graphic violence and death.
- Depending on the type of call, may be required to navigate through uneven terrain and/or sit and stand for extended periods.

REQUIRED TRAINING, EDUCATION AND EXPERIENCE

- Valid BC Class 5 Driver's License
- Grade 12 or equivalent
- Coursework in the field of social science including sociology, psychology, criminology or a related discipline
- Experience working in a police environment or victim services program is considered an asset
- Ability to obtain and maintain enhanced RCMP security clearance

OR

- An equivalent combination of education, training and experience

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

Hours of Work: 4-19 hours per week, shifts range Monday to Friday. Please refer to Collective Agreement Article 13.04b) ii) a) Victim Services, for details on hours of work. Employees may be scheduled for standby duty shifts to respond to call-outs as necessary. Please refer to Collective Agreement Article 13.17 for details.

Salary: \$30.29 per hour

This is a Union position within the Collective Agreement of CUPE Local 2269 and the District of Squamish.

Direct Your Application (Quoting Competition #) To: #24-75

Human Resources
District of Squamish
37955 Second Avenue, P.O. Box 310
Squamish, B.C., V8B 0A3 E-mail: jobs@squamish.ca

As an equitable and inclusive employer, we value diversity of people to best represent the community we serve and provide excellent services to our citizens. We strive to attract and retain passionate and talented individuals of all backgrounds, demographics, and life experiences. If you require any adjustments to enable participation at any stage of the recruitment process, please contact in confidence jobs@squamish.ca and include "Accessibility" in the subject line. We thank all applicants for applying.