

**GREATER VICTORIA**  
**POLICE VICTIMS SERVICES**  
**Volunteer and Case Coordinator**  
Job description

Nature and Scope of the Work

Reporting to the Executive Director the Case/ Volunteer Coordinator's position encompass the coordination and support of volunteers and the supervision and administration of client files.

This full time position covers 50% for each of these functions.

**The Volunteer Coordinator** is involves managing a large group of volunteers who are engaged in supporting victims of crime and trauma. Trains, supports and directs the work of a volunteer body.

- a) Supports recruitment initiatives led by E.D. Is responsible for interviewing, supporting and evaluating volunteers with the goal of providing services to clients.
- b) Prepares and leads volunteer training.
- c) Evaluates volunteer performance and maintains volunteer files. Assigns files to volunteers.
- d) Develops and oversees volunteer appreciation initiatives.
- e) Researches and organizes advance training.
- f) Oversees mentoring and orientation of new volunteers, as well as refresher courses for returning volunteers.
- g) Provides feedback and guidance to volunteers in regards to praise, as well as corrective action. With the approval of the Executive Director this may include dismissal of volunteer, when warranted.
- h) Meets with volunteers on a regular basis to discuss cases and keeps informed of client files as well as volunteer work and well being.
- i) Ensures coverage of office and pager shifts.

**Case Coordination:**

Supervision and administration of client files.

Implements policies and procedures to ensure that services to victims of trauma and crime are delivered effectively.

- a) Oversees the delivery of the court support programme which includes providing criminal justice system information in regards to process; status of police investigation, court updates, court orientation and may accompany clients to court.
- b) May supervise auxiliary support workers and support pager contract staff.
- c) Supervises services to clients including, but not limited to reviewing client files, coaching and providing feedback to volunteers, making recommendations for referrals to ensure continuity of services
- d) Represents agency in related committees.
- e) Provide victim services orientation to police recruits. Ensures "watches" of participating police agencies receive victim services orientation on bi-annual basis.

- f) Liaises with community services agencies, government bodies and police in matters relating to client files.
- g) Ensures the timely opening, follow up, maintenance and closing of client files.
- h) Ensures information on resources is updated, available and accessible.
- i) Provides direct client services when required.

**Qualifications:**

**Education and knowledge**

Extensive knowledge of the criminal and justice system

Ability to work independently or as part of a team

Excellent interpersonal, communication and conflict resolution skills.

Bachelor's Degree in a related field, human / social services or equivalent related experience and training

**Experience and Training:**

Experience training and supervising volunteers in a non for profit environment

Two (2) years related experience, including volunteer coordination

Valid drivers license, ability to obtain and maintain Police Record Check and Enhanced Security Clearance.

**We encourage applicants of aboriginal & diverse ethno-cultural background.**

**This is a full time temporary 3months position, starting immediately.**

**It may become permanent by September 08, contingent in securing permanent funding.**

Please send resume to [glattsteing@police.victoria.bc.ca](mailto:glattsteing@police.victoria.bc.ca)

For further information access our web site [www.gvpvs.org](http://www.gvpvs.org)