



Greater Victoria Police Victim Services (GVPVS) Volunteer Job Description

Victim Services operates 7 days a week 365 days a year and works in partnership with the seven police agencies in the Region: Victoria Police, Saanich Police, Central Saanich Police, Oak Bay Police, West Shore RCMP, Sidney – North Saanich RCMP and CFB Esquimalt Military Police.

Victim Services volunteers provide assistance, information and referral to both victims and witnesses of crime as well as people suffering from a traumatic event.

Victim Services Volunteers are responsible for the following:

1. Assess client's needs and make appropriate referrals to and provide information about community agencies, professional and other appropriate services.
2. Provide emotional support within the guidelines for the service provided in training (we do not provide counseling). Arrange for follow-up.
3. Provide victims who have been injured physically and/or emotionally assistance filing a claim with the Crime Victim Assistance Program (CVAP).
4. Conduct safety planning for victims when appropriate.
5. Maintain procedures for safety in the office.
6. Complete all forms and files for all clients for whom service is provided.
7. Provide victim and witness with technical assistance only in completing a Victim Impact Statement (VIS).
8. Attend crisis call-outs as referred by police.
9. Provide court support services as designated by a Program Coordinator.

Qualifications:

- Be at least 19 years of age;
- Must be able to attend all training sessions (70 hours of training);
- Must be able to make a 200-hour commitment following training (approximately 18 months)
- Must be able to meet minimum commitment of 3 hours per week in office; 6 hours on after- hour pager per month;
- Have a class 5 BC Driver's License and a clean driving record;
- Submit to a Police Records Check (PRC) and Victoria Police Department building security clearance check;
- Proficiency in spoken and written English;
- Must be comfortable working on a computer
- Possess common sense, maturity, emotional stability and be able to handle difficult situations in a calm manner.

All GVPVS volunteers are required to sign a:

Code of Ethics
Appropriate Dress Agreement
Leave of Absence Agreement

Volunteer Commitment Agreement
Safe Driving Agreement

A [Program Description](#) and [Application](#) can be downloaded from our website at www.gvpvs.org