



Victim Services

Working with police to help crime and trauma victims

Position Title: Auxiliary Crisis Response Worker
Hours: Casual on-call/rotating schedule (see below)
Location: Greater Victoria Police Victim Services (GVPVS), 57 Cadillac Avenue
Reports to: Program Director

Organizational Focus: As a non-profit charitable organization, Greater Victoria Police Victim Services' vision is that *victims achieve a state of well-being*. GVPVS work with police to help people impacted by crime and trauma. This position contributes to achieving the vision and mission of GVPVS by providing emotional and practical support to people of all ages and cultures impacted by crime and trauma.

Key Responsibilities:

Reporting to the Program Director, the Crisis Response Worker (CRW) is responsible for attending after hour crisis calls with police.

Within a team structure, the Crisis Response Worker is responsible for providing immediate emotional and practical support to victims and witnesses of crime and trauma.

Hours of Work

Auxiliary Crisis Response Worker schedule includes availability to be on an on-call basis after regular office hours, as follows:

- *Weekly shifts* are Monday to Friday from 5 p.m. until 9 a.m. the following day.
- *Weekend shifts* are from 5 p.m. on Friday until 9 a.m. on Monday.
- Shifts on *statutory holidays* are from 9 a.m. until 9 a.m. the following day.

Must be available to commit to a min. of 4 shifts per month.

Crisis Response Worker Duties and Responsibilities

- Respond to crisis calls as requested by police members.
- Prepare and submit concise, accurate and relevant case file information promptly to the office for intake and follow up.
- Ensure information on all necessary resources are up to date, available and accessible.
- Represent the agency on related external committees, as requested by the Program Director.

Crisis Response Worker Commitment

Crisis Response Workers will, when on shift:

- Carry a pager and a cell phone. The pager will be on at all times during a shift.
- Be within 30 minutes of travel time to 57 Cadillac Avenue in order to access the agency service vehicle, the police radio and the crisis call bag as well as to be able to arrive at a crisis call location within 60 minutes.
- Contact the other Crisis Response Worker team members to ensure a shift is covered in circumstances where they become ill or when an event will prevent them from working any or all of a scheduled shift.

- Be available to assist in the unlikely event of a major crisis where additional support is needed.
- Provide timesheets to the Finance Manager.
- Ensure service vehicles and equipment are in good working condition and advise staff of any problems or concerns.

EXPERIENCE:

REQUIRED:

- Two (2) years recent related experience.
- Considerable knowledge and experience in the area of crisis intervention and emotional support and crisis counselling.

PREFERRED:

- Direct experience in Victim Services i.e. police/community based victim services agency.

KNOWLEDGE, SKILLS & ABILITIES:

REQUIRED:

- Exceptional communication skills in dealing with municipal police, RCMP, volunteers, community service partners and the public.
- Sound knowledge of available community resources.
- Working knowledge and understanding of victim's rights and the services available to victims of crime and other traumas.
- Demonstrated sound judgment and skills when dealing with critical incidents.
- Proficiency in written and spoken English and the ability to write concise and accurate case reports.
- Ability to work independently and as part of a team.
- Ability to handle sensitive information in a confidential manner.
- Ability to handle emotional situations with an unbiased and non-judgmental approach.
- Ability to work with electronic client files and to use Google Drive, MS Word and Excel.

PREFERRED:

- Working knowledge of the justice system as it relates to victims of crime.

OTHER REQUIREMENTS:

- Police Information Check with the Saanich Police Department.
- RCMP Enhanced Security Clearance (dependent on operational requirements).
- A clean and valid class 5 B.C. driver's licence with a satisfactory drivers abstract.

To apply, submit resume to info@gvpvs.org