



# Victim Services

Working with police to help crime and trauma victims

- Position Title:** Intake Worker
- Hours:** Permanent part time based on 21 hours per week plus relief as required.
- 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.

The 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 Intake Worker is responsible for supporting the Victim Services program team.

Within a team structure, the Intake Worker is responsible for data entry as part of the client intake process using Penelope (electronic client database), attending daytime crisis calls with police and providing emotional and practical support including information and community referrals to victims and witnesses of crime and trauma and short term case management as required.

## **Hours of Work**

Intake Worker schedule: Monday, Tuesday and Friday from 9:00 am – 5:00 pm. Additional hours may be required for backfilling during leaves such as vacation.

## **Intake Worker Duties and Responsibilities**

- Ensure the timely opening and assignment of client files (intake process) as well as the maintenance and closing of files.
- Respond to calls and crisis calls as requested by police members.
- Prepare concise, accurate and relevant case file information.
- Ensure information on all necessary resources are up to date, available and accessible.
- Assist program staff with preparing monthly program statistics for the Ministry of Public Safety and Solicitor General (using the OPRA system) and for the Program Director as required.
- Provide direct client services, including (but not limited to) telephone support, reviewing client files, liaise with community service agencies, government agencies and police partners on

matters relating to client files and making recommendations for referrals to ensure continuity of services as requested by the Program Coordinator.

- In highly unusual circumstances, fill in for a Crisis Response Worker shift.
- Provide support, coordination and supervision to the Court Support Program volunteers in the absence of the Court Support Coordinator.
- Provide staff coverage of the West Shore office as required.
- Represent the agency on related external committees, as requested by the Program Director.

**EDUCATION:**

**REQUIRED:**

- Diploma in a related human/social service field.

**EXPERIENCE:**

**REQUIRED:**

- Two (2) years recent related experience in the area of crisis response, ideally with a crisis line or other police/community based victim services agency.

**PREFERRED:**

- Direct experience as a Victim Services worker
- Or an equivalent combination of education, training and experience.

**KNOWLEDGE, SKILLS & ABILITIES:**

**REQUIRED:**

- Exceptional communication skills in dealing with municipal police, RCMP, volunteers, community service partners and the public.
- Working knowledge and understanding of victim's rights and the services available to victims of crime and other traumas.
- Sound knowledge of available community resources.
- 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, with a renewal every two years.
- RCMP Enhanced Security Clearance.
- A clean and valid class 5 B.C. driver's licence with a satisfactory drivers abstract.

**Posting closes 2pm (Pacific Time) on Friday, January 18, 2019.  
Submit cover letter and resume to [info@gvpvs.org](mailto:info@gvpvs.org)**