



EMPLOYMENT OPPORTUNITY VICTIM SERVICES CASE MANAGER

Part time - 21 hours per week (M/T/W)

As a non-profit charitable organization, Greater Victoria Police Victim Services' (Victim Services) vision is that *victims achieve a state of well-being*. Victim Services work with police to help people impacted by crime and trauma.

Reporting to the Executive Director, within a team structure, the Victim Services Case Manager is responsible for providing emotional and practical support as well as information and community referrals to victims and witnesses of crime and trauma.

Key Duties and Responsibilities:

- Provide direct client services, including (but not limited to) attending crisis calls, telephone support, reviewing client files and making recommendations for referrals to ensure continuity of services.
- Prepare concise, accurate and relevant case file information.
- Liaise with community service agencies, government agencies and police partners on matters relating to client files.
- Ensure the timely opening and assignment of client files as well as the maintenance and closing of files.
- Assist with preparation of program statistics as required by funding agreements and for the Executive Director.
- Assist with the orientation, training and mentoring of new program staff as requested by the Executive Director or Program Coordinator.
- Provide debriefing, coaching and guidance other team members, as required.
- In highly unusual circumstances, fill in for a Crisis Response Worker shift.
- In collaboration with the Court Support Coordinator, provide court support services to clients as needed.
- Backfill for the Court Support Coordinator at the request of the Executive Director or Program Coordinator.
- Represent the agency on related external committees, as requested by the Executive Director.

EDUCATION:**REQUIRED:**

- University degree or an equivalent combination of training and experience in the field of social sciences including sociology, psychology, criminology or a related discipline.

PREFERRED:

- Introduction to Trauma-Informed Practice (free online training through the Justice Institute of British Columbia <https://www.jibc.ca/course/introduction-trauma-informed-practice>)
- Additional Victim services training and training in crisis intervention, effective communication and/or basic counselling skills.

EXPERIENCE:**REQUIRED:**

- Minimum of two (2) years of demonstrated experience in crisis intervention services and/or other direct service work.

PREFERRED:

- Direct experience as a Victim Services worker

KNOWLEDGE, SKILLS & ABILITIES:**REQUIRED:**

- Considerable knowledge and understanding of victim's rights and the services available to victims of crime and other traumas.
- Ability to work independently and as part of a team.
- Demonstrated sound judgment and skills when dealing with critical incidents.
- Sound knowledge of available community resources.
- Demonstrated ability to effectively provide services to victims and witnesses of crime and trauma, including emotional support as well as information and referrals, often under stressful and critical circumstances.
- Exceptional communication skills in dealing with municipal police, RCMP, community service partners and the public.
- 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, court and police procedures as it relates to victims of crime.

OTHER REQUIREMENTS:

- Police Record Check with the Saanich Police Department, with a renewal every five (5) years. (as a condition of employment, the incumbent must be able to obtain and maintain a clear Police Record Check)
- A clean and valid class 5 B.C. driver's license with satisfactory drivers abstract.
- Successful completion during the probationary period of the Introduction to Trauma-Informed Practice (free online training through the Justice Institute of British Columbia <https://www.jibc.ca/course/introduction-trauma-informed-practice>)
- Within the first year of employment, completion of core training Module 1: Foundations of Police-Based Victim Services in British Columbia (online in collaboration with Open School BC and Police Victim Services of BC (PVSBC).

COMPETENCIES:

Communication skills: The ability to communicate information and ideas clearly and articulately both in oral and written form. Uses appropriate language, style and methods depending on audience and the purpose of communication. Able to convey complex information clearly. Anticipates the information that others will need. Accurately and meticulously, maintain records.

Victim/Client focus: the ability to understand internal/external clients' needs and concerns in the short to long-term and to provide sound recommendations and/or solutions. Responds to and anticipates client needs in a timely, professional, helpful and courteous manner, regardless of client attitude. Clearly shows clients that their perspectives are valued. Consistently strives to meet service standards.

Follows-up with clients during and after the delivery of services to ensure that their needs have been met. Keeps clients up-to-date on the progress of the service they are receiving and changes that affect them. Ensures service is provided to clients during critical periods. Prioritizes clients' issues and address them accordingly.

Integrity: the ability to gain the confidence and trust of others through honesty, authenticity and acceptance of responsibility. Maintains confidentiality and meets one's own commitments. Adheres to organizational policies and procedure.

Teamwork: Actively participates in team. Encourages co-operation. Aware of the needs of others and responds flexibly. Shares information and supports other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritizes team goals over individual goals.

Self-management - the ability to organize one's day, self-discipline and the motivation to achieve goals independently is essential with remote work. Takes personal ownership of job performance.

The wage rate for this position is \$28 -\$32 per hour and is eligible for benefits including an extended health plan and matching RRSP contribution.

If your experience and education have prepared you for success in this role and you are committed to working in a manner that supports a respectful, healthy, and safe environment, we invite you to submit a cover letter and resume to Karyn.french@gvpvs.org

Please note only complete applications will be considered and only shortlisted applicants will be contacted.

Application Deadline: 4:30pm, Wednesday, August 31, 2022