



Victim Assistance Program (VAP) Caseworker – Part Time

Competition No.: 2024-08

Department: Corporate Services and R.C.M.P - Hope Detachment

Close Date: July 17, 2024 @ 4:00pm

Position Type: Unionized, non-management

Posting Type: External applications are accepted

Compensation: 2024 wage \$32.10/hour

Schedule:

- 14 hours (2 days) per week, specific days TBD.
- Regular hours are 8:30 a.m. – 4:30 p.m., however, as required to meet casework requirements, the shifts can be adjusted between the hours of 7:00a.m. – 5:00p.m.
- **Initial training period will require full-time hours (minimum of 3 weeks).**

The District of Hope is currently seeking a permanent part-time Victim Assistance Program Caseworker to join our team. Reporting directly to the Director of Corporate Services, the Victim Assistance Program Coordinator is responsible for the provision of victim services in the planning, organizing, and delivery of the program for the Hope RCMP Community Police Office and the Boston Bar Neighbourhood Liaison Office. The incumbent will ensure that service delivery conforms to program guidelines, objectives and service levels as per the contract from the Ministry of Public Safety & Solicitor General. The incumbent must live within the area or a 30 to 45 minutes driving proximity to the Hope RCMP Detachment.

The full list of responsibilities, duties, tasks and qualifications are included in the job description below.

Please submit your **cover letter** and **resume outlining specifically how your experience and qualifications relate to the position**. Your cover letter and resume can be submitted to the attention of Oksana Schmunk, Human Resources Advisor, via one of the methods below:

Email: oschmunk@hope.ca | **Fax:** 604-869-2275 | **In Person:** 325 Wallace Street, Hope, BC
Mail: PO Box 609, Hope, BC V0X 1L0

Position Title: **Victim Assistance Program Caseworker** Date: July 14, 2023
Department: Corporate Services for R.C.M.P. – Hope Detachment
Supervisor: Director of Corporate Services

Position Summary:

The incumbent is responsible for the provision of victim services in the planning, organizing, and delivery of the program for the Hope RCMP Community Police Office and the Boston Bar Neighbourhood Liaison Office. The incumbent will ensure that service delivery conforms to program guidelines, objectives and service levels as per the contract from the Ministry of Public Safety & Solicitor General. The incumbent must live within the area or a 30 to 45 minutes driving proximity to the Hope RCMP Detachment.

Core Values:

The incumbent is expected to demonstrate commitment to the following core values:

- Safety;
- Integrity;
- Personal Responsibility;
- Team Work;
- Respectful Workplace; and
- Inclusiveness.

Physical Demands:

- Periods of prolonged sitting;
- Periods of prolonged typing;
- Occasional periods of prolonged standing; and
- Occasional periods of prolonged walking.

Psychological Demands:

- Periods of high pressure and stress;
- Dealing with sensitive situations and/or situations of conflict;
- Must be able to respond frequently changing operational demands;
- Must be able to deal effectively with difficult people and extremely stressful situations;
- Must be able to understand written and/or verbal instructions; and
- Attend to after hours responses to call-outs, if available, and as per other directives related to call-out protocol.

Responsibilities:

- Organize, implement and administer a Victim Services Program providing immediate and follow-up services to witnesses and victims of crime and trauma; as

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per the deliverables outlined in the District of Hope's contract with the Ministry of Public Safety and Solicitor General;

- Identify and address immediate emotional, safety and logistical victim needs;
- Provide information regarding the immediate and post incident impacts of crime and trauma;
- Provide information regarding next steps or actions to be undertaken by the police;
- Coordinate with appropriate agencies;
- Provide response in accordance with contractor agency policies and procedures;
- Provide information to victims about their rights under the Victims of Crime Act (VOCA);
- Obtain, provide and/or arrange for victims to receive case specific information which they may request under sections 6 & 7 of the VOCA;
- Provide information about the criminal justice system process and roles of key parties;
- Assist victims to engage with justice system personnel;
- Arrange, facilitate and/or accompany visits to meetings with criminal justice system personnel;
- Support and prepare victims for the criminal court process;
- Provide victims with information regarding options for travel expenses to court and assist with facilitating these processes and arrangements;
- Accompany victim to court and provide related emotional and practical assistance;
- Provide information about and assistance with Victim Impact Statements;
- Provide support to the victim upon conclusion of the case, ensuring victim is aware of and understands the outcome and has access to necessary follow-up resources;
- Complete the required reporting and statistics as required under the funding agreement with the Ministry of Public Safety and Solicitor General; and
- Performs other related duties as required.

Required Knowledge, Skills, Abilities and Licenses:

- High school graduation or equivalent, along with the completion of post-secondary education in a related discipline, such as criminology, social work etc.;
- Experience working in a policy agency or within the criminal justice systems and victim related issues;
- Familiarity with a variety of RCMP/police computer applications, such as PRIME and/or JUSTIN, would be an asset;
- Considerable knowledge of program objectives, policies, procedures and services provided to victims and witnesses of crime and trauma;
- Considerable related experience in the administration of a social service agency;
- Ability to multi-task, work under pressure and handle confidential and sensitive information;
- Experience in office procedures, computers and computer programs;
- Ability to establish and maintain a respectful working relationship with peers and superiors;
- Commitment to professionalism, accountability and confidentiality;

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- Ability to work flexible hours due to the nature of the job and be available for call-out support and to use judgment in regards to the necessity of crisis call-outs;
- Hold and maintain a valid Class 5 BC's Driver's Licence. Failure on the part of the employee to satisfy this requirement will necessitate in the removal of that employee from the position; and
- Ability to obtain and maintain the required RCMP Enhanced Reliability Clearance. Failure on the part of the employee to satisfy this requirement will necessitate in the removal of that employee from the position.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. This is a general list of responsibilities, duties and skills required of personnel so classified. Other related duties may be assigned in keeping with the general nature of the position.

Working Conditions:

The incumbent will work the standard workweek of Monday to Friday in accordance with the hours specified and on occasion, work overtime as authorized. The work may be performed indoors or outdoors in all weather conditions. The incumbent will be a member of the C.U.P.E. Local. Performance is subject to review, inspection and evaluation by the R.C.M.P Detachment Commander and the Director of Corporate Services.
