

LOWER SIMILKAMEEN COMMUNITY SERVICES SOCIETY

Job Title: Victim Services Volunteer

Immediate Supervisor: LSCSS Executive Director;
Keremeos RCMP Detachment Commander

Job Summary:

Police-Based Victim Services Programs operate out of municipal Police departments. In these programs, dedicated volunteer staff are supported by highly trained security cleared staff that work directly for Police and provide emotional support and information and referrals for client in need and victims of all kinds of crime, trauma and tragedy.

Emotional Support: Staff/Volunteers provide emotional support in person and over the phone to Victims, Witnesses and their family members. Although they are not counsellors and cannot provide counseling they can make the appropriate referrals to counselling services in the community.

Information and Practical Assistance: Staff/Volunteers can provide information on the status of a police investigation the justice system, and crime prevention. They can also assist with filling out forms, like the Crime Victim Assistance Forms and Victim Impact Statements.

Court Support: Programs can provide information on the various roles in the justice system, the practicalities of testifying as a witness, and updates on court appearances.

Successful applicants will receive training materials before training begins. There will be a three month probationary period for new volunteers followed by a performance evaluation. It is imperative that applicants be honest, responsible, reliable and mature individuals who are sensitive to the needs and feelings of victims of crime.

Commitment:

Volunteers must be 19 years or older, and are expected to adhere to the following:

- One year commitment following training
- Sign all agreements on ethics and confidentiality
- Attend all sessions of basic training
- Work a four-hour office shift each week and assist with crisis response shifts when called to. In addition, be committed to attend all required training sessions and staff meetings.

Job Duties:

1. Deliver services to victims and witnesses of crime and other traumas: provide emotional support; crisis intervention; timely referrals; liaise with Crown Counsel to confirm Program involvement in specific case files; assistance with completing justice related forms; provide court information, orientation and accompaniment.
2. Ensure Client Confidentiality by complying with the requirements of applicable Privacy Legislation (e.g. *Freedom of Information and Protection of Privacy, Personal Information Protection Act, Federal Privacy Act*, etc.), and RCMP privacy regulations.
3. Maintain a current working knowledge of legal issues, policies and directives that may have an impact on services and/or persons served.
4. Maintain client files and accurate record keeping.
5. Provide after hours on-call service and crisis intervention within program guide lines.
6. Liaise with RCMP Officers regarding client files.
7. Make client referrals to other community agencies providing services to victims, and liaise with those agencies to develop a network of services available to victims.
8. Provide education to the community on victim services and crime prevention topics.
9. Evaluate and develop services as needed in a growing and changing community.
10. Performs other related duties as assigned.

Qualifications:

Typical Education, Training and Experience

- Diploma in Community Social Services
- Recent, related experience of at least two years
- Or, an equivalent combination of education, training and experience
- Or, other Qualifications determined to be reasonable and relevant to the level of work
- Possess a valid BC driver's license and have obtained and maintained provincial vehicle insurance of \$2 Million if transporting clients, access to a vehicle for work purposes
- Ability to obtain and maintain an enhanced security clearance by the RCMP federal standards
- Demonstrate good moral character and conduct and be willing to sign a Code of Ethics agreement
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Typical Skills and Abilities

- Knowledge and understanding of the objectives and procedures related to the Victim Services Program and the services required by victims/witnesses of crime, trauma or tragedy
- Demonstrated skills and experience in crisis intervention; and experience in providing support and assistance to victims of crime, trauma or tragedy
- Ability to communicate effectively, both verbally and in writing

- Physical ability to carry out the duties of the position
- Ability to work independently and in cooperation with others
- Ability to use a computer, including email, word processing, and spreadsheet applications
- Ability to plan, organize and prioritize,
- Ability to establish and maintain rapport with clients
- Ability to analyze and resolve problems
- Ability to handle conflict
- Ability to interact with individuals in a non-judgmental and non-prejudiced, respectful manner
- Ability to work harmoniously with others in their workplace, to take direction yet think independently
- People oriented and personable
- Demonstrate integrity, honesty, responsibility, professionalism and reliability and be able to work effectively within a Police environment
- Demonstrate maturity, sensitivity to victims' needs and demonstrate good judgement and boundaries
- Demonstrate strong self-awareness at all times