



JOB DESCRIPTION

TITLE: VICTIM SERVICES WORKER

DEPARTMENT: Police Services

LEVEL: 9

Position Last Evaluated: Oct 2025

Job Desc. Last Updated: N/A

JOB SUMMARY

Under the direction of the Senior Victim Services Worker and under the Operations NCO, the incumbent assists the Senior Victim Services Worker to provide support to crime and trauma victims and witnesses, provide administrative requirements for the Victim Services Program and coordinate with other community and social agencies.

The incumbent works within an environment of complete confidentiality and must be capable of exercising considerable discretion when responding to inquiries by the public, outside agencies, other RCMP detachments/units, Federal and Provincial Agencies, the legal community and media within the limits prescribed by legislation, policy and established procedure.

TYPICAL DUTIES AND RESPONSIBILITIES

1. Assists in providing direct support services to victims and witnesses of crimes, serious accidents, domestic disputes; assists with next of kin notification in cases of sudden death and provides assistance and liaises with agencies to obtain immediate services; attends incident scenes, as required.
2. Assists with ongoing emotional support to distressed victims and witnesses; makes referrals to appropriate agencies for services such as counselling, financial assistance, legal advice.
3. Provides assistance to victims in completing Crime Victim Assistance Program applications and victim impact statements.
4. Informs clients of case progress; conducts court orientation with victims and witnesses; provides court accompaniment for clients.

TYPICAL DUTIES AND RESPONSIBILITIES cont.

5. Assists with maintaining client files and documenting services provided; and assists with updating resource lists for the use of clients and staff.
6. Performs other duties as required.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of the structure of the RCMP and its relationship with other Federal and Provincial Departments and Municipal Administration.

Knowledge and understanding of Criminal Code, Criminal Justice System and Victim Services.

Ability to maintain confidentiality, non-judgmental attitude, and professionalism.

Knowledge of the principles, practices and terminology used in documenting client contacts and maintaining files.

Ability to communicate with courtesy, tact, and diplomacy to handle communications and contacts of a difficult or specialized nature.

Good organizational skills and ability to perform multiple duties simultaneously adhering to deadlines.

Knowledge of providing crisis intervention and understanding of boundaries, limitations and safety standards in the provision of crisis intervention services.

Ability to work under pressure and with minimal supervision.

Ability to work with service animals.

Ability to communicate effectively both verbally and in writing.

Ability to work with disagreeable and/or disturbing topics and emotionally difficult situations.

Ability to work varied hours to meet the demands of the role.

Proficient computer skills in word processing programs (such as Word), in spreadsheet programs (such as Excel), in desktop publishing programs (such as Publisher), presentation software (such as PowerPoint) and in RCMP computerized databases (such as PRIME BC, JUSTIN).

MINIMUM TRAINING AND EXPERIENCE REQUIRED

A certificate in social services or related discipline from a recognized educational institution.

A minimum of 2 years' experience in victim services in policing, social services, or related agencies.

Or an equivalent combination of education and experience.

Valid Class 5 BC Driver's Licence.

Attainment and maintenance of RCMP Reliability/Security Clearance is mandatory.

GENERAL STANDARDS

All employees shall take reasonable care to protect their health and safety, and the health and safety of other persons by becoming familiar with the Occupational Health & Safety (OH&S) Program, following established safe work procedures, using protective equipment, and asking for training if unfamiliar with work requested to perform.

Contributes to maintaining a respectful, safe, and supportive work environment that embraces diversity and where everyone is treated with courtesy, dignity, and fairness.

Adheres to City policies and objectives.