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With a moderate climate, spectacular scenery and year-round recreational offerings at our doorstep, the **City of Campbell River** is the ideal location to live, work, and play.

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## **VICTIM SERVICES COORDINATOR (Contract Position)**

The City of Campbell River is seeking a **Victim Services Coordinator**.

Reporting to the RCMP Municipal Manager and working with the RCMP, the Victim Services Coordinator plans, coordinates, implements and administers a Police-Based Victim Services Program, which provided crisis intervention and immediate and follow-up assistance to victims and witnesses of crime, and trauma.

To complement your one (1) year Certificate in social work, you **MUST** also have:

- Five (5) years' experience coordinating and administering a social service program within the last seven (7) years.
- Two (2) years' supervisory experience in a team environment within the last seven (7) years.
- Two (2) years' experience working with, training, and recruiting volunteers within the last seven (7) years.

Please see the attached for a detailed job description that lists all the necessary qualifications for this 30-hour per week contract position.

Please include verification of your education and certifications with your application.

**This posting closes at 4:30 pm on Monday, June 1, 2018.**

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Please send your resume with covering letter, quoting **Competition EXT-18-03-2** to:



Human Resources Department  
**City of Campbell River**  
301 St. Ann's Road  
Campbell River, BC V9W 4C7  
**Email:** [careers@campbellriver.ca](mailto:careers@campbellriver.ca)

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We thank all applicants, however, only those selected for interviews will be contacted.



## Job Description

# VICTIM SERVICES COORDINATOR CONTRACT POSITION

<b>Approval Date:</b> December 2017	<b>Department:</b> Police Services
<b>Title of Immediate Supervisor:</b> RCMP Municipal Manager	

### General Accountability:

#### **Purpose and Scope**

Reporting to the RCMP Municipal Manager and working with the RCMP, the Victim Services Coordinator plans, coordinates, implements and administers a Police-Based Victim Services Program, which provides crisis intervention and immediate and follow-up assistance to victims and witnesses of crime and trauma in accordance with the service deliverables established from time to time by the Minister of Justice and Attorney General. The Victim Services Coordinator is responsible for supervising and motivating program employees and volunteers, planning and conducting training sessions, providing advice and guidance, evaluating the program's effectiveness, and recommending alternative courses of action. The Victim Services Coordinator also performs crisis intervention work, including after-hour call-outs, and coordinates with other community and social agencies on matters related to program delivery.

Flexibility in scheduling work hours will be involved in this position. The Victim Services Coordinator is expected to work with minimal supervision and adjust shifts according to evening and weekend meetings, conferences, and training seminars. Attendance at after-hour call-outs is a requirement of this position. This position is exempt from the provisions of the City of Campbell River/C.U.P.E. Local 401 Collective Agreement and is employed as a contract position with the potential for renewal upon mutual agreement. The Victim Services Coordinator is expected to supply his/her own vehicle on the job within the contract allowance.

### Nature and Scope of Work

The nature of the duties and responsibilities include, but are not limited to:

- Plans, coordinates, implements and administers a victim services program providing immediate and follow-up services to witnesses and victims of crime and trauma;
- Ensures service delivery conforms to program guidelines and objectives;
- Evaluates program effectiveness and recommends the development of new services;
- Participates with management in identifying program goals and objectives;
- Recommends and drafts amendments to policies and procedures as appropriate;
- Participates in recruitment, screening and assessment of staff and/or volunteers;
- Supervises, motivates and evaluates the work of staff and/or volunteers engaged in providing direct support services to victims and witnesses of crime and trauma;
- Provides immediate, follow-up and court support services to victims and witnesses of crime and trauma, and makes referrals to longer term support services as appropriate;
- Develops, organizes, and conducts training sessions and workshops for staff, volunteers and police members on program functions, policies and procedures;
- Identifies the need for skills upgrading and develops and recommends training plans;
- Is available and attends call-outs or emergency situations if requested and/or required;
- Liaises with a variety of community service agencies, government bodies and police members on matters related to the program functions;
- Promotes awareness of the program and victims' needs;

- Represents the program on various committees and task forces;
  - Prepares and maintains a variety of records, reports and correspondence related to the program;
  - Tracks program expenditures within established operational budget;
  - Ensures RCMP confidentiality agreements are adhered to and security clearances are maintained.
- The duties and responsibilities above are representative, and not all-inclusive.

### **Necessary Qualifications**

#### **Technical Knowledge/Skills:**

- Understands and appropriately applies practices, principles, techniques, procedures, requirements, regulations, and policies related to Police-Based Victim Services Programs.
- Knowledge and experience with crisis intervention practices and techniques related to the work performed.
- Knowledge of the services available through community agencies and organizations.
- Knowledge of court and police procedures as they relate to the work performed.
- Knowledge of victims' rights under the *Victims of Crime Act* as well as assistance that may be available to victims through the Crime Victim Assistance Program.
- Knowledge of Interagency Case Assessment Teams and their purpose.
- Knowledge of WorkSafe BC regulations and safe work procedures.
- Computer efficiencies (including intermediate proficiency in Microsoft Word and Excel).

#### **Key Competencies:**

<b>Key Competency</b>	<b>Job Specific Requirements</b>
Accountability & Reliability	Holds self and others accountable for measurable high-quality, timely, and cost effective results, working within established systems, procedures and rules.
Communication	Excellent oral and written communication skills, including ability to listen effectively, clarify information as needed, and convey information in a clear, concise, organized, and convincing manner for the intended audience.
Conflict Management	Able to resolve conflict and disagreements in a constructive manner, and deal effectively with the public, staff and outside agencies.
Service Orientation	Skilled at anticipating and meeting the needs of both internal and external customers. Delivers high-quality products and services with a commitment to continuous improvement.
Decision Making & Problem Solving	Able to exercise sound judgment and provide well-informed, effective and timely decisions, and recommend evaluated solutions to problems that arise.
Adaptability & Flexibility	Effectively responds to a high volume of inquiries and a multitude of varied and changing tasks.
Initiative	Able to work under general direction only, exercising considerable independence and initiative in the execution of duties in an ever-changing environment.
Leadership	Skilled in providing honest, fair and ethical leadership within a proactive team environment. Able and willing to contribute to maintaining a respectful, safe and supportive work environment that embraces diversity, along with treating everyone with courtesy, dignity and fairness.
Networking and Relationship Building	Able to establish and maintain effective working relationships and networks with employees, other departments, agencies, partners and the public.
Stress Tolerance	Able to effectively provide direct crisis intervention and follow-up services to victims of crime, trauma and family problems often under conditions of emergency and conflict.
Teamwork	Skilled at maintaining a positive attitude and performing as an

	effective team player, inspiring team commitment, spirit, pride and trust.
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**Education and Training:**

- High school graduation.
- One (1) year Certificate in social work from an accredited school or program;  
**or**
  - An assessable equivalent in education, training and experience in victim services/crisis intervention, including successful completion of a course (*accredited course or a course of 25 hours or more in duration from an accredited school or program*) in each of the following:
    - Leadership/supervision; and
    - Conflict resolution.
- Must possess and maintain a valid BC driver’s license as per City policy.
- Must achieve and maintain RCMP Reliability Security Screening.

**Experience:**

- Minimum five (5) years’ experience coordinating and administering a social service program within the last seven (7) years.
- Two (2) years’ supervisory experience in a team environment within the last seven (7) years.
- Two (2) years’ experience working with, training, and recruiting volunteers within the last seven (7) years.

**Unusual Working Conditions:**

- After-hour call-outs are a requirement of this position.

**Preferred Criteria:**

- Knowledge of JUSTIN

Signature of Incumbent: _____	Date: _____
Signature of Supervisor: _____	Date: _____