



# CRISIS RESPONSE WORKERS

---

**COMPETITION: #2205-011322**

**UNIT:** Victim Services  
**STATUS:** Auxiliary / Casual  
**HOURS OF WORK:** Evenings / Weekends / Stat Holidays  
**SALARY:** Pay Grade 19 - \$31.56 to \$37.12 per hour  
**COMPETITION END DATE:** Thursday, February 3, 2022

Responsible for providing direct support services to crime and trauma victims and witnesses.

## ESSENTIAL DUTIES

- Attends the scene of police crisis call-outs such as crimes, serious accidents, and sudden deaths. Provides emotional support to distressed victims, witnesses, and family members; assists police with next-of-kin notifications in cases of sudden deaths; provides information regarding agencies available to victims; as appropriate, accompanies victims to hospital, contacts family members, arranges for or provides emergency transportation
- Makes referrals to appropriate agencies for services such as counselling, financial assistance, and legal advice
- Documents all services provided to clients and performs related administrative duties
- Attends staff meetings and any mandatory training
- Contacts supervisor for consultations for major police incidents
- Other related duties and responsibilities as assigned

## KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of the rules and regulations governing program activities
- Considerable knowledge of the practices and techniques of crisis intervention and follow-up support as related to the work performed
- Sound knowledge of available community resources
- Working knowledge of court and police procedures as they relate to the work performed
- Ability to effectively communicate with victims and witnesses of crime and trauma, and to provide emotional support, information and referrals, under stressful circumstances
- Ability to prepare records related to the work
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts

## EXPERIENCE

### Required:

- Minimum two years of direct crisis intervention experience, such as victim services support, mental health intervention, crisis centre work, etc.

### Preferred:

- Direct experience in Victim Services as a paid Victim Services worker

## EDUCATION

### Required:

- High school diploma, supplemented by additional courses in the field of social science, plus considerable related experience



**Preferred:**

- Degree in the field of social sciences such as psychology, social work
- Victim Services training

**OTHER REQUIREMENTS**

- Valid Class 5 BC driver's licence with a satisfactory drivers abstract
- Must be able to arrive at 2120 Cambie Street within 30 minutes of being requested
- Ability to cover various shifts, as the Unit operates 24/7
- Must be able to work in an environment with a trauma dog present
- Must have access to a cell phone for deployment purposes
- All employees must pass and maintain enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

**Selection Process:** Applicants will be required to take a written exam.

**NOTE:** *This position falls under the jurisdiction of Teamsters Local 31.*

Applicants must submit a resume via email [vpd.civilian.jobs@vpd.ca](mailto:vpd.civilian.jobs@vpd.ca) by 4:30 p.m. on the closing date. **Resumes should indicate clearly the competition number on the subject line in the email.**

***We thank all applicants, however, only those short-listed will be contacted.***