



CRISIS INTERVENTION CASE WORKER

COMPETITION: #2453-50072027

STATUS: Regular full-time
SECTION: Victim Services Unit, Diversity, Inclusion & Indigenous Relations Section
HOURS OF WORK: Variable shifts
SALARY: Pay Grade 22 - \$35.66 to \$41.98 per hour
COMPETITION END DATE: Thursday, May 2, 2024

Responsible for providing social work, which involves crisis intervention and ongoing case management.

ESSENTIAL DUTIES

- Provides crisis intervention assistance and emotional support in response to a wide variety of traumatic incidents such as suicide attempts, domestic violence, and notification of next-of-kin of sudden death or serious injury at the request of a police officer
- Provides ongoing evaluation, and assessment of psychological, social and cultural considerations, and applies appropriate intervention models; recommends and/or determines necessary remedial action; advocates for and refers clients to other agencies or services as appropriate; manages complex cases in collaboration with officers in specialized units including Major Crime Section, Missing Persons, Homicide, and Domestic Violence and Criminal Harassment, and Sex Crimes; determines when case files can be concluded
- Provides court support services; liaises with Crown Counsel and informs clients of court-imposed conditions, court procedures, and case progress through the court system; conducts court orientation; attends meetings with victims and Crown Counsel; facilitates access to vulnerable victim testimonial aids; arranges for court escorts, as required; accompanies clients to court for emotional support
- Acts as intermediary with external agencies to assist clients in gathering and providing information and in completing forms; transports clients to alternate locations, as required
- Participates in and provides peer debriefing to colleagues
- Gathers information about community resources; prepares and maintains records and reports related to the work
- Liaises with the VSU Primary Dog Handler, and determines the suitability of utilizing the VSU Justice Facility Dog for their clients; has exposure to the Justice Facility Dog in the office and on scene
- Continues participation in the annual mandatory high-stress debrief program
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Required:

- Considerable knowledge of the principles, practices, and techniques of crisis intervention
- Sound knowledge of policies and regulations, the *Criminal Code* and other applicable legislation
- Sound knowledge of community, social, legal, and health resources available for referral of clients
- Working knowledge of court procedures as they relate to the work performed
- Ability to function effectively to provide crisis intervention in emergency situations, and under conditions of stress and conflict, and to make decisions about personal and client safety
- Ability to conduct evaluation and assessment of psychological, social, and cultural considerations, and to apply appropriate intervention models
- Ability to recognize and deal with behavioural, social, and psychological problems
- Must be comfortable working in an environment with a Justice Facility dog present



EXPERIENCE

Required:

- Minimum 2 years of related experience
- Considerable knowledge and experience in crisis intervention and emotional support, and with sound related experience in psychological first aid and crisis support

Preferred:

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

EDUCATION

Required:

- Degree in the field of social sciences, such as psychology or social work, with supplemental related coursework

Preferred:

- Additional course work and training in crisis intervention, critical incident stress debriefing, psychological first aid, or crisis counselling
- Victim services training

OTHER REQUIREMENTS

- Valid Class 5 BC driver's licence with a satisfactory driver's abstract
- Flexibility in assigned shifts and duty hours as Unit operates 24 hours
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years or as required

SELECTION PROCESS

Candidates will be required to take a written test, and must obtain a minimum 70% passing mark to move forward to the interview. Marks will be based on a 60% test and 40% interview.

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

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

Applicants should submit a resume and cover letter via email by 4:30 p.m. on the closing date. Resumes should indicate the **competition number in the subject line** of the email, and be made to the attention of the Human Resources Section, via email vpd.civilian.jobs@vpd.ca.