



CRISIS RESPONSE WORKER

COMPETITION: #2583-20250408

SECTION: Victim Services Unit, Diversity - Community & Indigenous Relations Section
STATUS: Auxiliary / Casual / On-Call
HOURS OF WORK: Evenings / Weekends / Statutory Holidays
SALARY: Pay Grade 19 - \$34.30 to \$40.34 per hour
COMPETITION END DATE: Wednesday, April 16, 2025

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 death; 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, and 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, 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 or social work
- Victim services training

OTHER REQUIREMENT(S):

- Valid Class 5 BC driver's licence with a satisfactory driver's 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 pass and maintain an enhanced reliability clearance while employed with the Vancouver Police Department, which will be renewed every five years
- Must be able to work in an environment with an Accredited Facility Dog present
- Must have access to a cell phone for deployment purposes

SELECTION PROCESS

Applicants will be required to take a written exam.

This position falls under the jurisdiction of Teamsters Local 31.

Applicants should submit a resume via email to vpd.civilian.jobs@vpd.ca by 4:30 p.m. on the closing date. **The competition number must be indicated in the subject line of the email.**