



# CRISIS RESPONSE WORKER

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**COMPETITION: #2636-20260225**

**SECTION:** Victim Services Unit, Diversity, Community & Indigenous Relations Section  
**STATUS:** Auxiliary / Casual / On-Call  
**HOURS OF WORK:** Evenings / Weekends / Stat Holidays  
**SALARY:** Pay Grade 19 - \$34.30 per hour  
**COMPETITION END DATE:** Wednesday, March 11, 2026

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, contacts family members, and arranges for emergency transportation; liaises with other agencies on scene to provide practical support and assistance as needed
- 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' direct crisis intervention experience, such as victim services support, mental health intervention, crisis centre work, etc., or an equivalent combination of training and experience

### 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 REQUIREMENTS**

- Valid Class 5 BC driver 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
- All employees must maintain their enhanced security 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**

Shortlisted applicants will be required to pass a written exam prior to moving on to the interview stage.

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

Applicants should submit a resume via email to [vpd.civilian.jobs@vpd.ca](mailto: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.**