VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

CRISIS RESPONSE WORKER

COMPETITION: #26154-20261027

UNIT:	Victim Services Unit, Diversity, Community & Indigenous Relations Section
STATUS:	Auxiliary / Casual – On Call
HOURS OF WORK:	Evenings / Weekends / Stat Holidays
SALARY:	Pay Grade 19 - $36.57 per hour with 12% in lieu of benefits
COMPETITION END DATE:	Tuesday, November 10, 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, 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, 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' 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 REQURIEMENTS:

- Valid Class 5 BC driver's licence, with a satisfactory driver's abstract
- Ability to arrive at 2120 Cambie Street within 30 minutes of being requested
- Ability to cover various shifts, as the Unit operates 24/7
- Pass and maintain an enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years
- Ability to work in an environment with an Accredited Facility Dog present
- 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.

NOTE: 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 in the email**.