



CRISIS INTERVENTION CASEWORKER

COMPETITION: #26108-81000592

SECTION:	Victim Services Unit, Centralized Operations Support Section
LOCATION:	2120 Cambie Street, Vancouver
STATUS:	Temporary full-time
DURATION:	One year (<i>assignment may be extended or reduced for operational reasons or due to circumstances that could not be foreseen at the time of posting</i>)
HOURS OF WORK:	Four-day compressed workweek Dayshift either Monday – Thursday or Tuesday - Friday
SALARY:	Pay Grade 22 - \$38.75 to \$45.62 per hour
COMPETITION END DATE:	Thursday, October 15, 2026

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, 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, 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 and of evaluation, assessment of psychological, social, and cultural considerations, and appropriate intervention models
- 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
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts

EXPERIENCE

Required:

- Considerable knowledge and experience in crisis intervention and emotional support, and sound related experience in psychological first aid and crisis support

Preferred:

- Minimum two years of related experience
- 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

- Must be comfortable working in an environment with a Justice Facility dog present
- Valid class 5 BC driver's licence with a satisfactory drivers abstract
- All employees must maintain their enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years.
- Must be a Canadian citizen or Permanent Resident

SELECTION PROCESS

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

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.**