VANCOUVER POLICE DEPARTMENT | *Beyond the Call*

CRISIS INTERVENTION CASEWORKER

COMPETITION: #26157-50011781
SECTION: Victim Services Unit, Centralized Operations Support Section
STATUS: Regular full-time
HOURS OF WORK: 4-Day Compressed work week
Schedule possibilities are:
Monday to Thursday
Tuesday to Friday
Monday, Tuesday, Thursday, Friday
Hours are either 7 a.m. to 4 p.m. or 10 a.m. to 7 p.m.
SALARY: Pay Grade 22 - $41.31 to $48.64 per hour
COMPETITION END DATE: Monday, November 16, 2026

Responsible for providing crisis response and ongoing case management services to victims, witnesses, and families impacted by crime and trauma.

ESSENTIAL DUTIES

- At the request of police, attends the scene of a crime or traumatic incident to provide immediate crisis support to victims and witnesses, including serious injury, interpersonal violence, sexual assault, sudden death, suicide, fatal vehicle incidents, and next-of-kin notifications
- Provides ongoing case management services which include emotional support, needs assessment, risk assessment and safety planning, information about the criminal justice process, access to case-specific information, resourcing and referrals to appropriate services, and facilitating applications to victim specific programs
- Manages complex cases in collaboration with officers in specialized units in the Major Crime Section, including Homicide, Robbery and Assault, and Missing Persons
- Provides criminal justice support, information about release conditions and court updates, and court orientation; collaborates with Crown counsel, attends advance interviews and other justice-related meetings, assists with completion of Victim Impact Statements, and provides court accompaniment when indicated
- Develops and maintains strong knowledge of community resources and support service networks relevant to victims of crime and client advocacy
- Collaborates with external community partners to facilitate access to services
- Builds and maintains positive working relationships with internal partners, including officers and specialized investigative units, and serves as a representative of the Victim Services Unit (VSU) to promote collaboration, communication, and coordinated client support
- Participates in Department and community presentations to educate and promote the role of the Victim Services Unit
- Prepares and maintains accurate records and reports related to the work
- Contributes to Unit and team-based administrative responsibilities as assigned
- Has exposure to the Justice Facility dog in the office and liaises with the VSU Primary and Alternate dog handlers to identify potential clients suitable for support from the Justice Facility dog
- Continues participation in the annual mandatory high-stress debrief program
- Participates in peer debriefing
- Other related duties and responsibilities as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable knowledge of the principles of victimization, bereavement, and trauma-informed support
- Considerable knowledge of the theoretical models, practices, and techniques of crisis intervention, emotional support, safety planning, and psychosocial assessment
- Sound knowledge of provincial and federal victim legislation and how it informs the work of the VSU
- Sound knowledge of community resources and support service networks relevant to victims of crime and client advocacy

- Working knowledge of the criminal justice system and processes as it relates to the duties and responsibilities of the role
- Ability to deliver calm, decisive, and effective crisis intervention in high-stress, high-acuity scenarios
- Ability to conduct thorough psychosocial assessments and safety planning
- Ability to establish and maintain effective working relationships with victims, families, community partners, police personnel, and justice system stakeholders
- Ability to foster collaborative partnerships and represent the VPD Victim Services Unit with integrity and professionalism when working with investigative units, community agencies, Crown counsel, and other justice system partners

EXPERIENCE

Required:

- Considerable knowledge and experience in providing crisis intervention, emotional support, and case management services

Preferred:

- Minimum two years' 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, 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
- Canadian citizenship or Permanent Resident status
- Valid Class 5 B.C. driver 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

SELECTION PROCESS

Candidates will be required to take a 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.

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.**