



## Victim Services Caseworker

Competition #22-102  
Status: Auxiliary (CUPE)  
Salary: \$31.41 - \$37.00 per hour  
Department: Police Services  
Closing: July 3, 2022

*Come grow with The City of Maple Ridge! Are you a team player with a "can do attitude", excellent communication and customer service skills? We have the perfect opportunity for you!*

### POSITION OVERVIEW

This position performs specialized work in providing direct support services to crime and trauma victims and witnesses. The incumbent provides crisis intervention support, information and referrals at the scene of crimes, domestic disputes and other serious incidents, as well as follow-up and court support services. Other duties may include providing information to victims on available resources and liaising with agencies to provide immediate services; makes referrals to appropriate agencies for services such as counselling, financial assistance, child care and legal advice; establishes and maintains client files documenting services provided; researches available community resources; provides guidance and support to volunteers; and performs other related work as required.

### EDUCATION AND EXPERIENCE

Completion of the 12<sup>th</sup> school grade, supplemented by courses in the field of social science including sociology, psychology, criminology or a related discipline, plus considerable related experience in a police environment, victim services program, or an equivalent combination of training and experience.

### KNOWLEDGE, SKILLS AND ABILITIES

- Considerable knowledge of the procedures, rules and regulations related to the work.
- Considerable knowledge of the principles, practices and terminology used in documenting client contacts and maintaining related files.
- Considerable knowledge of the principles, 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 provide direct services to victims and witnesses of crime and trauma, including emotional support, information and referrals, often 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.
- Sound knowledge of the organizational structure and functions of the detachment and of the rules, policies, procedures and regulations which govern the work.
- Ability to communicate effectively orally and in writing and to develop and disseminate information updates and correspondence.
- Ability to establish and maintain effective working relationships with a variety of internal and external contacts.
- Sound working knowledge of computer software applications related to the work performed.
- Working knowledge of court and police procedures as they relate to the work performed.
- Ability to work with minimal supervision.

#### **LICENCES AND CERTIFICATES**

- RCMP Enhanced Reliability Security Clearance.
- Class 5 Driver's Licence for the Province of British Columbia.

#### **HOURS OF WORK:**

This position will be required to work varying shifts, days, evenings, weekends and may be called out to attend incidents in progress.

#### **ADDITIONAL INFORMATION**

**Note: All employees working with/in RCMP occupied facilities must attest to being fully vaccinated or adhere to Rapid Testing protocols three (3) times weekly.**

#### **WHAT WE OFFER YOU**

The City of Maple Ridge is a great place to work with competitive compensation packages that include the Municipal Pension Plan, a strong employee wellness program and the opportunity for professional career growth and professional development. If you want to help shape a growing community in a municipality that strives for service excellence, then this is the position for you.

**We thank all applicants for their interest, however, only those under consideration will be contacted.**