



# New Westminster Police Department

## JOB OPPORTUNITY Victim Assistance Caseworker Temporary Full-Time

We are seeking a Victim Assistance Caseworker to join our team and are looking for someone with excellent communication and interpersonal skills as well as the ability to provide specialized support services to victims and witnesses of crime and trauma.

The NWPD is a mid-sized police department with over 200 employees. We are committed to having a professional and supportive workplace promoting employee equity, wellness, and fulfillment. We are a hard-working and welcoming team focused on doing great work and serving our community.

### What your key role will be

As a Victim Assistance Caseworker, you will contribute to our continued success by providing crisis intervention and direct support services to those impacted by crime and/or trauma, as well as follow up support after the incident. You will work as part of a team under the leadership of a Victim Assistance Unit Coordinator, and alongside another Victim Assistance Caseworker; as well you will also provide mentorship and on-going guidance to auxiliary staff within the unit. Your work will entail establishing and maintaining client files, and documenting all services provided. In addition to this, your role includes, but is not limited to:

**Adaptability:** You'll have the willingness and ability to adapt to the dynamic needs of the position and the Department.

**Communication:** You'll have excellent communication skills both orally and in writing, and the ability to convey information clearly and simply. As well, you are an active listener, who ensures you understand directions and information being shared.

**Confidentiality:** You'll navigate your role while exercising considerable confidentiality, tact, and diplomacy. You'll have a keen sense and awareness of the rules and procedures with respect to the handling of confidential information.

**Decision Making:** You'll have strong decision-making skills which allow you to make confident assessments of policies and procedures while applying them accordingly in high-pressure environments.

**Team Player:** You'll genuinely enjoy engaging with your teammates to get the work done. You believe in the importance of building and maintaining strong working relationships. You'll have a willingness to partner with and work alongside the police.

**Planning and Organizing:** You'll have strong organizational skills as well as the ability to adapt and manage multiple tasks and details in a fast-paced environment. You take great pride in rolling up your sleeves to get even the smallest of tasks done.

**Time Management:** You'll manage your time and resources to ensure work is completed efficiently and with minimal supervision.



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### What you bring to this role

You will have experience and success *in many* of the following areas:

- You have completed Grade 12
- You have post-secondary degree in social sciences
- You have strong interpersonal skills and sound judgement
- You have direct experience with crisis intervention and follow-up support practices and techniques related to the work performed (Trauma-Informed Practice)
- You have considerable knowledge of police and victim services program objectives and procedures; as well as the Criminal Justice System and the services available through community agencies and organizations
- You have the ability to effectively assess risk
- You are motivated, compassionate, and empathetic and have a genuine desire to help others
- You support and promote a diverse, inclusive, and healthy workplace
- You are confident working with Microsoft Office (Word, Excel, and Outlook), PRIME and Justin
- You hold a valid Class 5 BC Driver's License
- You must be within a 30-minute response time to the New Westminster Police Department when on call
- You can pass and maintain a security clearance, including a background check and polygraph

### What we can offer you

- An exciting and challenging career
- Competitive salary and municipal pension plan
- Vacation and compressed work schedule to foster a flexible work-life balance
- Short term sick leave, and employee and family assistance program
- Access to onsite fitness facility, free staff parking, and transit subsidy
- Supportive leaders and co-workers who care about you and your family's health and wellness
- Centrally located in the lower mainland of British Columbia
- One block away from Columbia Skytrain Station
- A work environment giving you the ability to connect one-on-one with our staff, including police officers, civilian members, and senior leadership team

### What we'll accomplish together

As a civilian member, working within a police department is a career like no other. It brings excitement, variety, and a challenge. The person you are, the work you will do, and the role you will play in this organization matters. You will become part of the NWPD family and join our group of diverse and talented people who truly want to make a difference.

If you are excited and curious to learn more about this opportunity, please apply – we would love to hear from you!

**Job Title:** Victim Assistance Caseworker

**Employment Status:** Temporary Full-Time up to 18 months

Keeping New Westminster Safe and Secure  
[www.nwpolice.org](http://www.nwpolice.org)



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**Application Deadline:** December 17, 2025 at 8:00 a.m.

**Number of Positions:** One

**Union:** CUPE Local 387

**Department:** Victim Assistance Unit, NWPD

**Salary:** \$63,224 to \$74,437 per year plus benefits (2024 rate)

**Hours of Work:** This position is 35 hours a week. Shift flexibility is required and occasional on-call shifts may be required.

**Career Centre:** <https://nwpd.bamboohr.com/careers>

*To support a workforce that reflects the diversity of our community; women, Indigenous Peoples, racialized individuals, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), persons with disabilities, and others who may contribute to diversity of our workforce, are encouraged to express their interest.*

*New Westminster is on the unceded and unsundered land of the Halq'eméylem-speaking peoples. It is acknowledged by the City that colonialism has made invisible their histories and connections to the land. We are learning and building relationships with the people whose lands we are on. We thank all applicants for their interest and advise that only those selected for an interview will be contacted.*

*This position is only open to those with Canadian Citizenship or Permanent Residency in Canada.*