



# CRISIS RESPONSE WORKER

COMPETITION: #1803-011218

STATUS: Auxiliary / Casual  
HOURS OF WORK: Evenings / Weekends / Stat Holidays  
SALARY: Pay Grade 19 - \$27.75 to \$32.63 per hour  
COMPETITION END DATE: Friday, February 28, 2018

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 deaths; provides emotional support to distressed victims, witnesses, and family members; assists police with next-of-kin notifications in cases of sudden death; provides information regarding agencies available to victims; as appropriate, accompanies victims to hospital, contacts family members, arranges for or provides emergency transportation
- 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 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, 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

- Minimum two years of direct crisis intervention experience, such as in victim services support, mental health intervention, crisis centre work, etc.
- Direct experience in Victim Services as a paid Victim Services worker PREFERRED

## EDUCATION

- high school diploma, supplemented by additional courses in the field of social science, plus considerable related experience
- degree in the field of social sciences, such as psychology, social work PREFERRED
- victim services training PREFERRED

## OTHER REQUIREMENT(S)

- valid Class 5 BC driver's licence with a satisfactory drivers abstract
- must be able to arrive at 2120 Cambie Street within 30 minutes of being paged
- ability to cover various shifts as the Unit operates 24/7
- must pass and maintain enhanced security clearance while employed with the Vancouver Police Department, which will be renewed every five years
- must be able to work in an environment with a trauma dog present
- must have access to a smart phone for deployment purposes

Selection Process: Applicants will be required to take a written exam.

*NOTE: This position falls under the jurisdiction of Teamsters Local 31.*

Applicants should submit a resume via email by 4:30 p.m. of the closing date. **Resumes should indicate clearly the competition number on the subject line in the email**, and be made to the attention of Human Resources Section, via email [vpd.civilian.jobs@vpd.ca](mailto:vpd.civilian.jobs@vpd.ca).