

Job Description: Victim Advocate

Job Title: Victim Advocate
Accountable To: Executive Director

Position Summary

Victim advocates provide assistance, support, information and referral to victims of crime or tragedy in the Bow Valley through crisis intervention and timely follow up.

Essential Functions

- To provide practical assistance and non-judgmental emotional support to victims of crime or tragedy. This service can be provided through follow up or immediate crisis intervention at the request of the RCMP and other community agencies.
- To be part of a crisis intervention team that is available to assist victims after hours and on weekends, on a rotating schedule.
- To provide appropriate support and trauma education to victims, as well as assistance in the delivery, explanation and follow-up of victim impact statements, applications for financial benefits and claims for restitution.
- To keep victims informed of proceedings with the criminal justice system.
- To provide information on and referrals to, other community agencies who could act as useful resources for the victim.
- The accurate completion of records as required, including updating BVVS staff and / or the investigating member of any additional information received while interacting with a victim.
- To provide victims with appropriate educational and preventive information.
- The provision of emergency transportation to victims when necessary.
- Maintenance of confidentiality at all times.

Additional Responsibilities

- Familiarization with the victim advocates manual and all related BVVSA operational policies.
- Assistance with the configuration of a month schedule for your assigned on-call team.
- The use of discretion and common sense to determine what immediate assistance might be useful to a victim.
- To provide “face to face” contact with the victim wherever possible.
- The collection and return of any pager/phone used while on-call.

Requirements

- a) Coverage of on-call crisis intervention shifts and self scheduled follow-up with victims as required.
- b) The signing of a one year contract with the program.
- c) The signing of an oath of confidentiality.
- d) The accurate completion of all security clearance forms for the RCMP.
- e) Participation and attendance in the victim services training program and other in- service sessions.
- f) Successful completion of a Justice Solicitor General and Public Security e-Learning Victim Advocate Core training course.
- g) Strong communication skills and the ability to provide non-judgmental support.
- h) The ability to work in stressful situations.
- i) The maintenance of a high degree of professionalism, including dressing in a business-like fashion, punctuality and the positive promotion of the victim services.
- j) A valid drivers' license and access to a vehicle is also an asset.