

Benchmark Title**VICTIM SERVICE WORKER****Job Summary**

Provides support services, practical assistance, information and referrals to clients who have been victims of crime.

Key Duties and Responsibilities

1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
2. Provides emotional support to clients who have been victims of crime through active listening, debriefing and validating clients' emotions.
3. Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to clients.
4. Provides crisis response and intervention as necessary.
5. Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about clients' cases including case status and hearing dates.
6. Provides information on police, legal and medical systems in general and specific to clients' cases. Provides information on crime prevention to clients to help them avoid re-victimization.
7. Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
8. Provides accompaniment and/or transportation such as to court, police and medical appointments.
9. Assists clients in completing legal forms such as Criminal Injury Compensation Applications and Victim Impact Statements.
10. Participates in public education to raise awareness of physical or sexual assault and/or abuse.
11. Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations.
12. Maintains and provides statistics and reports regarding service delivery as required.
13. Performs other related duties as required.

Qualifications***Education and Knowledge***

Diploma in a related human / social service field.

Training and Experience

Two (2) years recent related experience.

Or an equivalent combination of education, training and experience.

COMMUNITY SOCIAL SERVICES JOB EVALUATION PLAN RATING RATIONALE

BENCHMARK TITLE: Victim Service Worker

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	Education and Knowledge – Requires a diploma in a related human / social service field	4	75
2	Training and Experience – Requires 2 years recent related experience	4	100
3	Physical Demands – Often involves very light physical exertion in writing reports; freedom of movement exists	2	14
4	Concentration – Often requires a high degree of mental demands to adapt to a variety of tasks and procedures in assisting clients to navigate the criminal justice system	5	42
5	Independence – Guided by general procedures or instructions, selects from alternative courses of action to assess clients' needs for other services, provide emotional support, prepare clients for court, and refer clients to other community service agencies	4	57
6	Judgement – Applies structured analysis of the criminal justice system as it relates to clients' situation and chooses amongst accepted procedures to help clients navigate the criminal justice system	5	71
7	Leadership/Supervision – Little or no responsibility	1	20
8	Accountability – Work performed and decisions made have direct impact on the final service provided; work is evaluated for overall appropriateness	4	57
9	Communication – Using persuasion and influencing techniques, secures the cooperation of clients. Provides active listening, debriefing and validation of clients' emotions	5	71
10	Care of Individuals – Work involves assessing clients' need for services and providing emotional support	4	40
11	Environment/Working Conditions – Sometimes exposed to moderately undesirable working conditions in the form of unpleasant dealings with clients who are upset, angry and unpredictable	4	33
Total Points			580