Victim Services Case Worker
Job Posting
Salary $37.70 per hour (CDN)
Hybrid

MAKE A DIFFERENCE WHEN PEOPLE NEED IT MOST

On behalf of our client, Greater Victoria Police Victim Services (GVPVS), Chemistry Consulting Group is conducting a search for experienced and compassionate Case Workers who will play a critical role in the community. GVPVS is expanding their team and is seeking experienced Victim Services Case Workers who thrive in dynamic environments, exercise sound judgment under pressure, and are committed to trauma-informed, client-centered practice.

GVPVS is a mission-driven, non-profit organization that provides practical and emotional support during a crisis or court procedures, as well as information and trusted referrals to victims and witnesses affected by crime and trauma across Greater Victoria.

Working in partnership with municipal police departments, the RCMP, military police, community agencies, and provincial programs, the team helps individuals and families navigate some of the most difficult moments of their lives with professionalism, compassion, and respect.

This position involves a hybrid, non-standard work week required to support the operational needs of a 24/7 policing environment.

RESPONSIBILITIES (included but not limited to)

- Provide crisis and emotional support, information, referrals and court support services to victims and witnesses of crime, trauma
- Respond to emergencies and critical incidents at crime scenes, hospitals, homes, or community locations
- Support victims and families during next-of-kin notifications and other traumatic events
- Assist clients with crime victim assistance program applications (CVAP), victim impact statements and related documentation
- Prepare clients for court by providing information, orientation, and accompaniment if required in judicial proceedings

- Maintain accurate, timely, and confidential case records in accordance with provincial legislation, Ministry reporting requirements and organizational policies
- Participate in community education, outreach initiatives, and public presentations
- Contribute to continuous quality improvement through collaboration, problem solving, and process enhancement
- Participate in on-call rotation and after-hours crisis response, as required

EDUCATION & RELEVANT EXPERIENCE

- University degree in Social Work, Psychology, Criminology, Justice System, or a related human services field OR an equivalent combination of education and experience
- Minimum three years of direct experience in a social services environment, including at least one year working with victims of crime, trauma, or vulnerable populations
- Demonstrated experience providing crisis intervention and trauma-informed support
- Strong understanding of victim rights, community resources, police procedures, and the criminal justice system
- Excellent communication and interpersonal skills with diverse clients, professional partners, and team members
- Demonstrated ability to exercise sound judgement in high pressure situations
- Calm under pressure with the unique ability to anchor oneself and bring a grounding, non-judgmental presence to individuals experiencing their worst moments.
- Practice within a culturally safe and anti-oppressive framework and understand the distinct trauma-informed care required for diverse and marginalized populations in BC.
- Reliable in understanding the critical nature of a 24/7 roster and take pride in showing up for your team and your community on time.
- Strong organizational skills with experience maintaining confidential case documentation
- Proficiency in using Google Workspace, Microsoft Office, and electronic case management systems

ADDITIONAL REQUIREMENTS

- Successfully complete a Criminal Record Check prior to employment and every five years thereafter

- Hold and maintain a valid Class 5 British Columbia Driver's License with a satisfactory driver's abstract
- Be able to travel throughout the Greater Victoria region as required
- Be available to participate in the program's after-hours on-call rotation and respond to emergency call-outs
- Be able to attend crime scenes, hospitals, police facilities, courts, and other community locations as operationally required
- Be able to perform the duties of the position in environments that may involve exposure to traumatic events and emotionally challenging circumstances

WHAT WE OFFER

- We are committed to fostering a supportive and rewarding workplace, with a strong focus on well-being.
- Starting wage of $37.70 per hour
- Comprehensive extended health and dental benefits
- Professional development opportunities
- Meaningful work that directly supports victims, families, and the community
- A collaborative and supportive team culture
- Hybrid work environment, with this role requiring work at the Victoria administration office in addition to the Employee's home office and other locations.

GVPVS is committed to fostering a diverse, equitable, and inclusive workplace and encourages applications from all qualified individuals. GVPVS provides accommodations for employees with disabilities to support their success in recruitment and employment.

TO APPLY

To apply please email a personally-authored cover letter (not AI-enabled), along with your resume to careers@chemistryconsulting.ca with "Victim Services" in the subject line.