



**EMPLOYMENT OPPORTUNITY
GREATER VICTORIA POLICE VICTIM SERVICES**

**Applications are invited for the following position as of September 2026.
The posting will remain open until the position is filled.**

**To apply submit a cover letter, resume and a current Personal Driving Record to:
joanne.roosen@gvpvs.org**

Only shortlisted applicants will be contacted.

Position Title: Victim Services Case Manager
Hours: Full time – 35 hours/week, 9:00am – 5:00pm (days of the week may vary)
Pay Rate: \$35.00 – 37.70 per hour plus benefits based on experience.
Location: Victim Services, GVPVS office in the Saanich Police Department, 760 Vernon Avenue
Reports to: Program Manager

Organizational Focus: As a non-profit charitable organization, Greater Victoria Police Victim Services' (Victim Services) vision is that *victims achieve a state of well-being*. Victim Services work with police to help people impacted by crime and trauma.

Our organization is committed to creating a diverse workforce and environment and is proud to be an equal opportunity employer. GVPVS assures equitable treatment of staff members, regardless of age, race, gender, sexual orientation, creed, nationality, marital status or disability.

The Victim Services Case Manager contributes to achieving the vision and mission of Victim Services by providing emotional and practical support to people of all ages and cultures impacted by crime and trauma.

Key Responsibilities: Reporting to the Program Manager, the Victim Services Case Manager is responsible for providing direct support services to victims and witnesses of crime and trauma.

Within a team structure, the Victim Services Case Manager is responsible for providing emotional and practical support as well as information and community referrals to victims and witnesses of crime and trauma. The Victim Services Case Manager, under the direction of the Program Manager, provides orientation, coaching and guidance to the Crisis Response Workers as well as newly hired program staff.

The Victim Services Case Manager is responsible for supervising and administering client files using Penelope (electronic client database) and for implementing policies and procedures to ensure the effective delivery of services to victims of crime and trauma.

Hours of Work:

This is a full-time position of 35 hours per week, with scheduled hours generally falling between 9:00 a.m. and 5:00 p.m. Scheduled days of work may include weekends, based on operational requirements and the needs of the organization. The schedule will be established in cooperation with the Management team.

Changes to scheduled days and/or hours may be required based on operational needs. Reasonable notice will be provided wherever practicable.

Our organization follows a hybrid work structure where employees may work remotely from a local location or from the office, as appropriate, based on the demands of specific tasks, operational requirements, and personal work preferences.

Duties and Responsibilities

- Provide direct client services, including (but not limited to) attending crisis calls, telephone support, court support services, reviewing client files and making recommendations for referrals to ensure continuity of services.
- Ensure the timely opening and assignment of client files (intake process) as well as the maintenance and closing of files.

- Prepare concise, accurate and relevant case file information.
- Refer Community Based Victim Services files to the appropriate service provider in accordance with the Victoria Area Protocol (VAP) agreement.
- Liaise with community service agencies, government agencies and police partners on matters relating to client files.
- Attend the scene for crisis calls as requested by police and provide emotional and practical support to victims and witnesses of crime and trauma.
- Participate in weekly team meetings.
- Aid in preparing and submitting program statistics as required by funders and for the Executive Director as needed.
- Assist with the orientation, training and mentoring of new program staff as requested by the Program Manager or Executive Director.
- Provide debriefing, coaching and guidance with other team members, as required.
- Represent the agency on related external committees, as requested by the Executive Director.

EDUCATION:

REQUIRED:

- A university degree or an equivalent combination of training and experience in the field of social science including sociology, psychology, criminology or related discipline.

PREFERRED:

- Victim services training
- Additional course work and training in crisis intervention, effective communication or basic counselling skills.

EXPERIENCE:

REQUIRED:

- Minimum of one (1) year of demonstrated experience in crisis intervention services and other direct service work.

PREFERRED:

- Direct experience as a Victim Services worker

KNOWLEDGE, SKILLS & ABILITIES:**REQUIRED:**

- Considerable knowledge and understanding of victim's rights and the services available to victims of crime and other traumas.
- Ability to work without supervision and as part of a team.
- Demonstrated sound judgment and skills when dealing with critical incidents.
- Sound knowledge of available community resources.
- Working knowledge of court and police procedures as it relates to victims of crime.
- Demonstrated ability to effectively provide direct services to victims and witnesses of crime and trauma, including emotional support as well as information and referrals, often under stressful and critical circumstances.
- Exceptional communication skills in dealing with municipal police, RCMP, volunteers, community service partners and the public.
- Ability to handle sensitive information in a confidential manner.
- Ability to handle emotional situations with an unbiased and non-judgmental approach.
- Ability to work with electronic client files and to use Google Drive, MS Word and Excel.

PREFERRED:

- Working knowledge of the justice system as it relates to victims of crime.

OTHER REQUIREMENTS:

- Criminal Record Check with renewal every five (5) years.
- A clean and valid class 5 B.C. driver's license with a satisfactory drivers abstract.
- RCMP Enhanced Security Clearance (process to begin following successful completion of the probationary period).
- Be within 30 minutes of travel time to the office located at the Saanich Police Department, 760 Vernon Avenue to access the agency service vehicle and the crisis callout materials as well as to be able to arrive at a crisis call location within 60 minutes of receiving the request to attend.
- Successful completion during the first three (3) months of the probationary period of the Introduction to Trauma-Informed Practice (free online training through the Justice Institute of British Columbia <https://www.jibc.ca/course/introduction-trauma-informed-practice>)

- Within the probationary period, successful completion of the BC Police-Based Victim Services (PVSBC). Comprehensive Training Program (online in collaboration with Open School BC and PVSBC (GVPVS covers the registration costs).

COMPETENCIES:

Communication skills: The ability to communicate information and ideas clearly and articulately both in oral and written form. Uses appropriate language, style and methods depending on audience and the purpose of communication. Able to convey complex information clearly. Anticipate the information that others will need. Accurately and meticulously, maintain records.

Victim/Client focus: the ability to understand internal/external clients' needs and concerns in the short to long-term and to provide sound recommendations and/or solutions. Responds to and anticipates client needs in a timely, professional, helpful and courteous manner, regardless of client attitude. Clearly shows clients that their perspectives are valued. Consistently strives to meet service standards.

Follow up with clients during and after the delivery of services to ensure that their needs have been met. Keeps clients up to date on the progress of the service they are receiving and changes that affect them. Ensure service is provided to clients during critical periods. Prioritizes clients' issues and addresses them accordingly.

Integrity: the ability to gain the confidence and trust of others through honesty, authenticity and acceptance of responsibility. Maintains confidentiality and meets one's own commitments. Adheres to organizational policies and procedure.

Teamwork: Actively participates in team. Encourages co-operation. Aware of the needs of others and respond flexibly. Share information and support other team members. Can get things done through others and set realistic objectives. Seeks opportunities to develop others. Prioritizes team goals over individual goals.

Self-management - the ability to organize one's day, self-discipline and the motivation to achieve goals independently is essential with remote work. Takes personal ownership of job performance.