



# Victim Services

Working with police to help crime and trauma victims

## Relief Support Pager Job Description

Greater Victoria Police Victim Services (GVPVS) specializes in supporting victims of crime and trauma and works in partnership with the seven police agencies in Greater Victoria: Victoria Police, Saanich Police, Central Saanich Police, Oak Bay Police, Sidney/North Saanich RCMP, West Shore RCMP and Military Police Unit Esquimalt. GVPVS provides emotional and practical support to victims on the effects of crime and trauma, referrals to other community resources and supports as well as information on the police investigation, the criminal justice system and court proceedings.

Reporting to the Program Director and with the support of the Program Coordinators, the role of the Relief Support Pager is to support and supervise volunteers on pager shifts and to attend after-hour crisis calls with police. The incumbent will be scheduled as a backup to the Support Pager team and on an as-needed basis.

### Hours of Work

The Relief Support Pager will be available on an on-call basis after hours, as follows:

- *Weekly shifts* are Monday to Friday from 5 p.m. until 9 a.m.
- *Weekend shifts* are from 5 p.m. on Friday until 9 a.m. on Monday.
- Shifts on *statutory holidays* are from 9 a.m. until 9 a.m. the following day.

The Relief Support Pager will be scheduled on an as-needed basis or as otherwise negotiated with the Program Director. Scheduled shifts will vary depending on agency needs.

### Commitment

The Relief Support Pager will, when on shift:

- Carry a pager and a cell phone. The pager will be on at all times during a shift.
- Be within 30 minutes of travel time to 850 Caledonia Avenue in Victoria in order to access the agency service vehicle, the police radio and the crisis call bag as well as to be able to arrive at a crisis call location within 60 minutes.
- Contact the other Support Pager team members to ensure a shift is covered in circumstances where they become ill or when an event will prevent them from working any or all of a scheduled shift.
- Be available to assist in the unlikely event of a major crisis where additional support is needed.
- Provide timesheets to the Program Director.

- Ensure service vehicles and equipment are in good working condition and advise staff of any problems or concerns.

### **Duties and Responsibilities**

- Respond to calls and crisis calls as requested by police members.
- Contact designated volunteers to form a crisis team in the event of a crisis call that requires additional assistance.
- Provide guidance to volunteers and deal with general issues.
- Prepare concise, accurate and relevant case file information.
- Provide referrals to appropriate community agencies based on an assessment of a client's needs and adhere to mandated protocols with specialized community-based victim services.
- Maintain professional boundaries with clients.
- Maintain an awareness of the resources available to victims of crime and trauma within each community served.

### **Qualifications and Experience**

- Minimum of two years of previous experience in the area of crisis response, ideally with a crisis line or other police or community-based victim service.
- Knowledge of the Greater Victoria community referral resources.
- Proficiency in written and spoken English and the ability to write concise and accurate case reports.
- Ability to function well in a team environment.
- Highly motivated and able to work independently and with minimal supervision.
- A calm and focused demeanour.
- A clean and valid class 5 driver's licence.
- Basic computer skills.
- Ability to pass a police record check with the Victoria Police Department, with a renewal every two years, and an enhanced RCMP security clearance.