

JOB DESCRIPTION

Benchmark Job #284

Ministry: Attorney General
Branch: Criminal Justice
Location: Nanaimo

Working Title: **CVWS Caseworker**
Level: Range 15
Classification: Community Program Officer (CVWS)

PRIMARY FUNCTION

To provide Crown Victim Witness Services (CVWS) within the Nanaimo district to victims, witnesses, their families and Crown Counsel in cases involving a fatality, serious bodily harm or emotional trauma.

JOB DUTIES AND TASKS

1. Provides services to victims and witnesses (clients) referred by Crown Counsel or other victim services
 - a. examines Crown Counsel files and interviews clients to assess needs and coping abilities and to determine appropriate intervention strategies
 - b. provides clients with information regarding the criminal justice system and process and social service systems and makes referrals as dictated by client need
 - c. assesses client's ability to testify and assists clients in preparing to testify through emotional support, various counselling techniques, court orientation and other strategies
 - d. assists Crown Counsel by attending court and related interviews to provide ongoing information, advice and emotional support to clients
 - e. keeps clients informed of case status and provides explanations and copies of court orders
 - f. advises Crown Counsel of special needs of clients, potential security problems, new or changed developments and any other pertinent information
 - g. recommends to Crown Counsel most effective way of approaching and interviewing distraught clients and the courtroom arrangements which will allow witnesses to most effectively give testimony
 - h. assesses emotional needs of clients and their families before, during and after the court process
 - i. provides feedback to courts directly or through Crown Counsel regarding victim's ability to testify
 - j. exchanges information with other victim assistance agencies, criminal justice system staff, RCMP and probation
 - k. advises witness notifiers of changes in addresses and phone numbers and the need for interpreters
 - l. provides clients with contacts who can answer questions concerning probation, parole and correctional services
2. Performs other related duties
 - a. provides training on criminal justice system and court preparation to other victim assistance agencies
 - b. sets up and maintains CVWS case files ensuring all contacts and services provided are properly documented and entered into CRN database.
 - c. drives vehicles to attend court and meetings in local community
 - d. provides formal instruction and training to volunteers or practicum students as required
 - e. compiles statistical information
 - f. purchases goods such as office supplies, paid for through petty cash

REASON FOR CLASSIFICATION

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
1	<p>JOB KNOWLEDGE Have a practical understanding of the methods of victim's assistance and the Criminal Justice System to assess the informational and emotional needs of victims/witnesses of violent crime; provide counselling to prepare clients for court and help them cope with their situation; refer clients to appropriate victim assistance/social service agencies.</p>	F	190
2	<p>MENTAL DEMANDS Judgement to apply structured study and analysis to interpret client behaviour and choose an approach using accepted methods to assess client needs, provide counselling to prepare clients for court; refer clients to appropriate victim assistance programs; and determine the most effective way of approaching distraught clients including recommending courtroom arrangements which will allow clients to most effectively give testimony.</p>	E	150
3	<p>INTERPERSONAL COMMUNICATIONS SKILL Persuasion required to use basic counselling skills to prepare victims and witnesses of violent crimes for court.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive vehicles to court in local communities.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general procedures or instructions, selects from alternative courses of action to assess the informational and emotional needs of clients, provide counselling to prepare clients for court; refer clients to appropriate victim assistance agencies and recommend courtroom arrangements which will allow clients to most effectively give testimony.</p>	D	75
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Limited financial responsibility to purchase goods such as office supplies paid for through petty cash.</p>	B	10
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION Moderate responsibility to set up and maintain case files ensuring all contacts and services provided are documented.</p>	C	15

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FACTOR NO.	REASON FOR CLASSIFICATION	DEGREE	CLASS. POINTS
8	RESPONSIBILITY FOR HUMAN RESOURCES Responsibility to provide formal instruction or training to volunteers and practicum students.	B	9
9	RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS Considerable care and attention to provide direct counselling to victims and witnesses of violent crimes.	E	40
10	SENSORY EFFORT/MULTIPLE DEMANDS Focused sensory concentration to frequently listen to and observe clients.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view printed court documents, reports, client information and Crown Counsel files.	C	12
12	SURROUNDINGS Exposure to frequent unpleasant dealings with upset victims and witnesses of violent crimes.	C	6
13	HAZARDS Limited exposure to hazards from occasionally working around unstable victims and witnesses of violent crimes who may react violently.	B	4

Total Points: 583

Level: Range 15