

JOB DESCRIPTION

Benchmark Job #283

Ministry: Attorney General
Branch: Criminal Justice
Location: Nanaimo

Working Title:
Level:
Classification:

Senior Caseworker, CVWS
Range 18
Community Program Officer

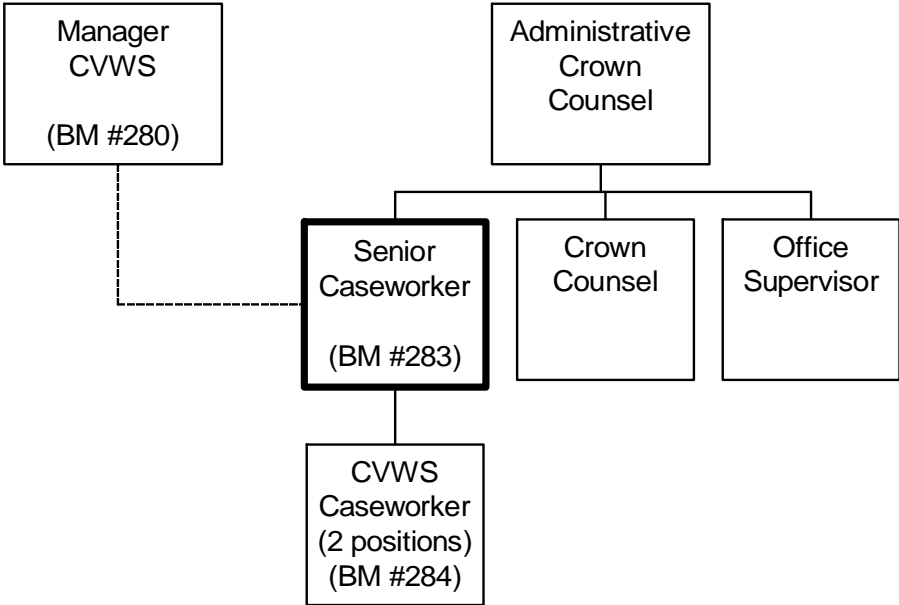
PRIMARY FUNCTION

To supervise the delivery of Crown Victim Witness Services (CVWS) to victims, witnesses, their families and Crown Counsel in cases involving a fatality, serious bodily harm or emotional trauma and to ensure the obligations of the Victim of Crime Act (VOCA), as delegated to CVWS, are met.

JOB DUTIES AND TASKS

1. Supervises the delivery of CVW services within the Nanaimo district
 - a. represents CVW services in the community
 - b. assesses program costs for the community served for input to budget and recommends to Manager CVWS
 - c. tracks expenditures to ensure they are within designated allocations and maintains petty cash
 - d. develops, establishes and monitors inter-agency protocol agreements and coordinates local CVW services with other local victim assistance programs under guidance of the Manager CVWS
 - e. delegates cases to staff and monitors case work to ensure work quality
 - f. provides training to other agencies and speaks at workshops, classes, etc.
 - g. develops office work procedures and provides input into CVWS policy changes and evaluations
2. 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 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
3. Supervises caseworkers delivering CVW services
 - a. supervises caseworkers including hiring and training
 - b. plans, assigns and reviews work
 - c. sets work priorities and standards
 - d. conducts formal appraisals of work performance and takes disciplinary action if required
4. Performs other related duties
 - a. sets up and maintains CVWS case files ensuring all contacts and services provided are documented and entered into CRN database
 - b. drives vehicles to attend court, provide training or participate in meetings in local community

ORGANIZATION CHART
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REASON FOR CLASSIFICATION

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Job Title: Senior Caseworker, CVWS

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; assess the 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 discuss and explain employee performance problems and provide counselling to victims and witnesses of violent crimes.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY Moderate coordination and dexterity required to drive vehicles to court in district communities.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS Guided by general standards and policies, applies accepted work methods in a different way to supervise the delivery of Crown Victim Witness Services in a district; develop and establish interagency protocol agreements, and coordinate the delivery of services with community based victim assistance programs.</p>	E	120
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES Moderate financial responsibility to assess program costs for input to district budget package and recommend to Manager, Crown Victim Witness Services.</p>	D	22.5
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 supervise caseworkers, appraise employee performance and take disciplinary action (2 FTE).	DE	20
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 while providing counselling.	C	12
11	PHYSICAL EFFORT Moderate physical effort to frequently focus visual attention to view printed court documents and reports while examining 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 who may react violently.	B	4

Total Points: 651.5

Level: Range 18