

# JOB DESCRIPTION

Benchmark Job #284

Ministry: Attorney General  
Branch: Criminal Justice  
Location: Nanaimo

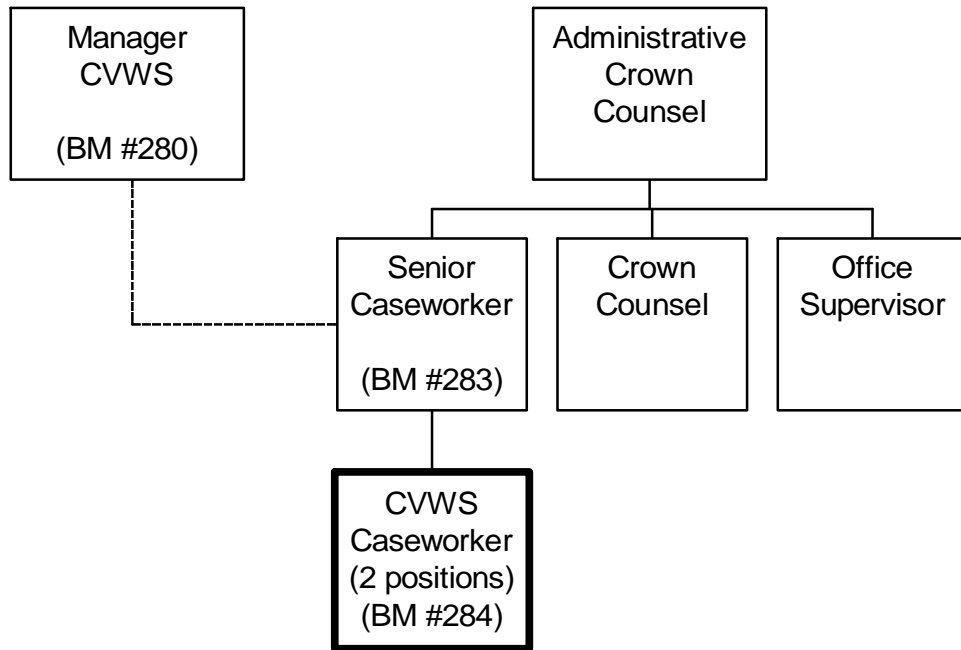
Working Title: **CVWS Caseworker**  
Level: Range 14  
Classification: Community Program Officer (CVWS)

## 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><b>JOB KNOWLEDGE</b>            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><b>MENTAL DEMANDS</b>            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><b>INTERPERSONAL COMMUNICATIONS SKILL</b>            Persuasion required to use basic counselling skills to prepare victims and witnesses of violent crimes for court.</p>	D	45
4	<p><b>PHYSICAL COORDINATION AND DEXTERITY</b>            Moderate coordination and dexterity required to drive vehicles to court in local communities.</p>	C	15
5	<p><b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>            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><b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>            Limited financial responsibility to purchase goods such as office supplies paid for through petty cash.</p>	B	10
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b>            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	<b>RESPONSIBILITY FOR HUMAN RESOURCES</b> Responsibility to provide formal instruction or training to volunteers and practicum students.	B	9
9	<b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b> Considerable care and attention to provide direct counselling to victims and witnesses of violent crimes.	E	40
10	<b>SENSORY EFFORT/MULTIPLE DEMANDS</b> Focused sensory concentration to frequently listen to and observe clients.	C	12
11	<b>PHYSICAL EFFORT</b> Moderate physical effort to frequently focus visual attention to view printed court documents, reports, client information and Crown Counsel files.	C	12
12	<b>SURROUNDINGS</b> Exposure to frequent unpleasant dealings with upset victims and witnesses of violent crimes.	C	6
13	<b>HAZARDS</b> 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 14**