



JOB DESCRIPTION

Position Information

Position Number	Position Title Victim Services Officer	
Position Classification WP-03	Effective Date	
Decision Number	Job Code	National Occupational Classification
Department/Agency Correctional Service Canada	Grievance Officer Yes <input type="checkbox"/> No <input type="checkbox"/>	Office Code
Organizational Component (Branch/Division)	Geographic Location	
Language Requirements	Linguistic Profile	
Communication Requirements	Security Requirements	

Supervisor Information

Position Number	Position Title	Position Classification
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Employee Statement
I have been given the opportunity to read and comment on the content of this job description.

Name of Employee	Signature	Date
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Supervisor Statement
This job description accurately describes the work assigned to this position.

Name of Supervisor	Signature	Date
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Manager Authorization
This job description accurately describes the work assigned to this position.

Name and Title of Manager	Signature	Date
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JOB DESCRIPTION

Client Service Results

Provision of trauma-informed services and assistance to federally registered victims of crimes on behalf of the National Victim Services Program (NVSP) within a region of the Correctional Service of Canada (CSC), and provision of expert advice to internal and external partners and stakeholders.

Key Activities

Provides information and responds to requests for services from victims of crime, the public and criminal justice system stakeholders regarding a variety of victim-related matters; and manages and prioritizes assigned work and changing victim caseload requirements within the Victim Services Unit to meet the service delivery needs of clients.

Receives and processes requests for registration from victims; analyzes court records; interprets legislation, requirements and criteria concerning victims; assesses the eligibility of victims to receive protected information and ongoing notifications; determines if the applicants qualify as registered victims; and informs, explains and renders registration decisions to victims or their representatives.

Ensures initial and ongoing engagement with victims to obtain information, to identify their needs, emotions and concerns, and to refer them to appropriate support services; and creates, manages and maintains a victim information file, reviews activities and contact details, and ensures all information concerning victims is documented, consistently available and updated.

Determines which discretionary offender information can be shared with victims, and ensures that victims receive such information based on their current preferences; provides case-by-case analysis, prepares Correctional Plan Progress Reports, notifies victims directly of case management decisions and information about offenders, and explains the decisions and related context.

Refers victims to the Parole Board of Canada (PBC) regarding their involvement in PBC hearings and decision processes; and explains to the victims their rights and the legal and policy-based provisions of their involvement in the correctional processes, including their right to submit a victim statement.

Coordinates, organizes and presents training and information sessions within and outside the CSC to raise awareness about CSC programs, policies, legislation, program standards, and the federal corrections and conditional release system; provides training to new Victim Services Officers (VSOs); and provides information and guidance on the use of various applications and information systems relevant to the NVSP.

Establishes, develops and maintains networks of contacts and resources with criminal justice system partners, agencies involved in restorative justice, as well as local, provincial or territorial victim-serving agencies; participates on national working groups to develop policies, processes and procedures; and consults with institutional and community staff to share and gain information regarding victim matters.

Responds to informal complaints from registered victims and concerns from the public, victims and victim-serving agencies; and refers such complaints to the Regional Victim Services Manager (RVSM).

Skills and Knowledge

Knowledge of the theories, principles and behavioural dynamics of victimization, including grief and other reactions to loss, in order to understand the victims' experience and impacts on their psychological integrity; respond to distressed members of the public; and refer victims to other resources and services for additional assistance.

Knowledge of the CSC's records management, case management and security practices, in order to maintain, manage and store victim files, including protected victim and offender information.

Knowledge of cultural diversity, in order to communicate sensitively and effectively with victims and the public.

Knowledge of the roles and responsibilities of the Victim Services Unit in relation to the PBC, Regional Headquarters (RHQ), National Headquarters (NHQ), and institutional and community sites, in order to ensure accountability with regards to the various tasks performed by the Unit and the operational sites.

Knowledge of the current issues, trends and developments in case management and conditional release, in order to assist in the review of proposed policy, procedural documents, and protocols from NHQ or RHQ.

Knowledge of the CSC's mission, mandate, strategic objectives, as well as operational policies, procedures and practices, and key departmental contacts and lines of communication, in order to respond to victim requests for registration and notification; provide guidance and advice to staff, victims, the public and representatives from other departments and agencies; and assist with the development and delivery of presentations.

Knowledge of the mandate, policies, procedures and roles of criminal justice system partners, such as the Royal Canadian Mounted Police, Crown Prosecutions, Canada Border Services Agency, Department of Justice Canada, Public Safety Canada, and victim-related agencies, in order to establish effective working relationships and collaborate on services specific to victims of crime.

Knowledge of the Parole Board of Canada (PBC), and its mandate, structure, policies and procedures, in order to exchange information, respond to requests for victim registration and notification, consider victim concerns, conduct case consultations, and manage victim statements; and support the victims' participation in the PBC's conditional release decision-making process.

Knowledge of the mandate of the National Office for Victims and the Office of the Federal Ombudsman for Victims of Crime, in order to respond to requests from these organizations, and to refer victims, the public and organizations to appropriate services.

Knowledge of the services and programs relating to specialized community resources, in order to assist victims facing difficulties or requiring help, and to direct them to appropriate victim service providers.

Knowledge of the various victim advocacy and lobby groups, in order to maintain effective relationships with these organizations, and anticipate potential positive or negative public reactions towards CSC.

Knowledge of legislation and policy related to the disclosure and sharing of information, in order to provide information to victims requesting registration; render decisions to registered victims; determine a victim's entitlement to receive protected information; protect offenders' personal information and privacy; document and share sensitive or personal information with staff while respecting the victims' and offenders' rights.

Knowledge of applicable acts and regulations, such as the Commissioner's Directives, Corrections and Conditional Release Act, Canadian Victims Bill of Rights, Access to Information and Privacy Acts, and principles of fundamental justice, in order to understand and apply technical and complex legal information to the daily operations of the Victim Services Unit; deliver services to victims; respond to informal complaints.

Knowledge of information management and administrative principles, and of computer software programs such as the Microsoft Suite, Offender Management System (OMS), Victims Application Module, Police and Court Information Management Module (PCIMM), and Reports of Automated Data Applied to Reintegration (RADAR), in order to prepare documents, and remain current and provide guidance on using these systems.

Knowledge of adult learning principles and techniques, in order to inform, raise awareness and promote the NVSP to a variety of local and regional audiences, including victims and their representatives or families, as well as CSC employees, new VSOs and managers, and volunteers, offenders, interest groups, victim associations, and the public.

Reading and analytical skills, in order to understand and apply legislation, regulations, policies and directives in work activities; assist victims in understanding CSC decisions; and uphold and weigh the rights and interests of victims and offenders that often conflict and are sometimes unresolvable.

Listening and interpretation skills, in order to understand body language and tone when communicating in a team environment or over the phone with victims, community partners and stakeholders; to identify the victims' concerns, needs and emotions, and refer them to the required support services.

Verbal, public speaking and diplomacy skills, in order to deliver presentations; respond to inquiries from victim groups or governmental organizations; communicate complex sensitive information to victims, community partners, the public and CSC staff; contribute to a positive image and realistic expectations of CSC.

Written skills, in order to prepare detailed and concise correspondence and other documents.

Effort

Physical effort is required to:

Sit for extended periods when working at a computer station or when reviewing material, analyzing information and meeting with victims, their representatives or third parties.

Intellectual effort is required to:

Provide sensitive and detailed information, respond to inquiries and requests for services, and communicate with victims of crime, the public and stakeholders regarding the corrections and conditional release system, offenders in custody, the victims' role in the criminal justice system, the obligations and parameters for service provision to victims, and CSC's policies and programs, including the Restorative Opportunities program.

Research and retrieve information through various means in order to respond to agencies who present incomplete or inaccurate information requests.

Make recommendations or render decisions on the eligibility of applicants to register as victims by evaluating if they meet legal requirements; gather and assess information presented in victim registration requests; confirm such information by consulting with criminal justice partners; and analyze court records, summaries of facts, police reports, court evidence, victim impact statements and lawyers' submissions.

Summarize victims' needs and the impact of victimization on their psychological integrity; provide advice and opinions to CSC management to help them understand the victims' experience; and respond to requests for referrals and guide victims towards appropriate governmental and non-governmental resources and services, including referrals to Restorative Opportunities mediators.

Analyze complex and detailed offender information, and draft and share Correctional Plan Progress Reports with victims, in order to clearly communicate the meaning of offender assessments and progress within timeframes as outlined in national protocols.

Determine which offender information can be disclosed to victims in accordance with legislated and policy-based provisions, victim and offender rights to information, protection and privacy, and the needs of decision-makers, to ensure fair and equitable decisions, to protect society, and to safeguard the CSC's reputation with the media, the public, elected officials and components of the criminal justice system.

Inform victims of their right to communicate their views, experiences and safety concerns through the submission of victim statements; obtain detailed victimization information and victims' concerns regarding offender release; assess victim information for compliance with CSC and PBC policy; and examine statements for safety, security and procedural fairness.

Manage victim statements; analyze, protect and organize personal victim information to ensure its proper documentation, sharing and use in decision-making processes concerning offenders; and provide advice to ensure a balance between the victim's rights to privacy, information, protection and participation in decisions, and the offender's right to have access to the information that is being used in decisions.

Attend training sessions and conferences to remain current on victim issues; and collaborate with staff in the field of victim services and criminal justice, such as criminal justice system partners and restorative justice agencies, to assist in the resolution of issues in specific cases, guide victims and the public to appropriate services, and strengthen the continuity of services to victims.

Deliver presentations to CSC staff and outreach sessions to external audiences; share information about victim rights, CSC's NVSP, and the integration of victim concerns within CSC decision-making processes; and clarify CSC's roles and responsibilities regarding victim services.

Assist in the development and delivery of on-the-job training to new Victim Services Officers (VSOs); and provide ongoing advice and guidance to VSOs.

Participate in internal and external committees focused on the improvement of services to victims by sharing knowledge and solutions with committee members; and contribute to the development, review and implementation of national processes, procedures, policies, trauma-informed communication and other documents related to service delivery to victims, through participation in national working groups and the provision of input to the RVSM.

Interact with institutional and community staff through a consultation process regarding pending CSC and PBC offender decisions or concerning the victims' safety concerns; and provide expert advice to site staff on the appropriate use of victim information for inclusion in CSC documents.

Review, evaluate and respond to informal complaints from registered victims, as well as concerns from victims, victim advocates, legal representatives, the Federal Ombudsman for Victims of Crime or the public, regarding CSC policy on victim engagement and offender management; and refer complaints and provide a case summary to the RVSM when necessary.

Remain current in the use of established and specialized applications, including the OMS, RADAR, PCIMM, Victims Application Module, Victims Portal, and GCdocs; and offer technical support to victims using the Victims Portal.

Anticipate potential risks surrounding victims' involvement in PBC hearings and decision processes, or simply from exposure to offenders; provide advice to operational staff regarding the potential reactions of victims and offenders; and accompany victims involved in PBC hearings within the institution upon request.

Psychological effort is required to:

Remain professional, impartial and composed when dealing with traumatized victims, or when managing confrontational or emotionally charged reactions from victims and their families while providing requested support, delivering services, relaying information, and explaining unwelcome decisions or recommendations.

Manage the frustration caused by limitations on information sharing or disclosure resulting from legislation; accept the level of support and assistance that can be provided to victims, while recognizing their feelings towards the justice system; explain processes and decisions to victims who may be frustrated, confrontational or upset; and cope with the impact of these factors on own mental state.

Responsibility

Human Resources:

Provides ongoing mentorship and guidance to new VSOs.

Technical Resources:

Has custody and is responsible for the use and maintenance of a CSC computer, computer peripherals, work cell phone and standard office equipment; and safeguards hardcopy and electronic victim and offender files.

Working Conditions

Physical:

The work is performed in an office environment, which involves continuous exposure to office noise, lack of privacy, interruptions, and exposure to glare from a computer monitor.

The work requires delivering presentations to institutions and community sites, which involves close interactions with potentially volatile community members, victims or offenders, as well as exposure to an environment that may increase risks to personal safety; travelling distances by car to get to other sites entails exposure to inclement weather and increases the risk for accidents.

Psychological:

The work involves potential stress resulting from dealing with multiple demands, changing and conflicting priorities, legislated deadlines, urgent requests, criticism and complaints, and from dealing with confrontational victims, staff and members of the public.

The work may involve indirect trauma caused by continuous exposure to verbal or written accounts of physical and emotional violence, often gratuitous and persistent, involving highly traumatized individuals.
