

Position: **Benchmark Job #283**

Ministry: Attorney General

Working Title: **Senior Caseworker, CVWS**

Branch: Criminal Justice

Level: Range 18

Location: Nanaimo

NOC Code: 4212

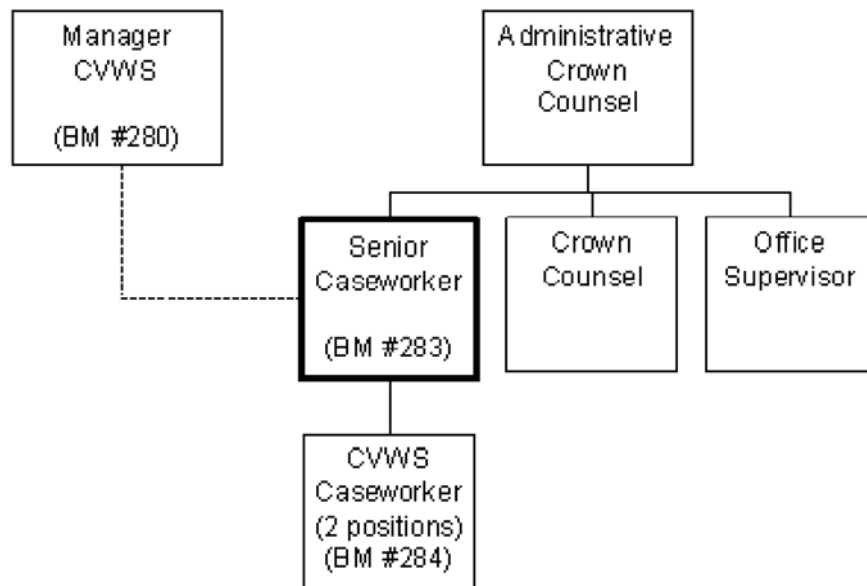
## PRIMARY FUNCTION

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



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<b>JOB KNOWLEDGE</b>  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.	F	190
2	<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.	E	150
3	<b>INTERPERSONAL COMMUNICATIONS SKILL</b>	D	45

	Persuasion required to use basic counselling skills to discuss and explain employee performance problems and provide counselling to victims and witnesses of violent crimes.		
4	<b>PHYSICAL COORDINATION AND DEXTERITY</b>  Moderate coordination and dexterity required to drive vehicles to court in district communities.	C	15
5	<b>RESPONSIBILITY FOR WORK ASSIGNMENTS</b>  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.	E	120
6	<b>RESPONSIBILITY FOR FINANCIAL RESOURCES</b>  Moderate financial responsibility to assess program costs for input to district budget package and recommend to Manager, Crown Victim Witness Services.	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p><b>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</b></p> <p>Moderate responsibility to set up and maintain case files ensuring all contacts and services provided are documented.</p>	C	15
8	<p><b>RESPONSIBILITY FOR HUMAN RESOURCES</b></p> <p>Responsibility to supervise caseworkers, appraise employee performance and take disciplinary action (2 FTE).</p>	DE	20
9	<p><b>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</b></p> <p>Considerable care and attention to provide direct counselling to victims and witnesses of violent crimes.</p>	E	40
10	<p><b>SENSORY EFFORT/MULTIPLE DEMANDS</b></p> <p>Focused sensory concentration to frequently listen to and observe clients while providing counselling.</p>	C	12
11	<p><b>PHYSICAL EFFORT</b></p> <p>Moderate physical effort to frequently focus visual attention to view printed court documents and reports while examining client information and Crown Counsel files.</p>	C	12
12	<p><b>SURROUNDINGS</b></p> <p>Exposure to frequent unpleasant dealings with upset victims and witnesses of violent crimes.</p>	C	6
13	<p><b>HAZARDS</b></p> <p>Limited exposure to hazards from occasionally working around unstable victims and witnesses who may react violently.</p>	B	4

Total Points: 651.5

Level: Range 18