

Position: **Benchmark Job #280**

Ministry: Attorney General

Working Title: **Manager, Crown Victim Witness Services**

Branch: Criminal Justice

Level: Range 24

Location: Courtenay

NOC Code: 4212

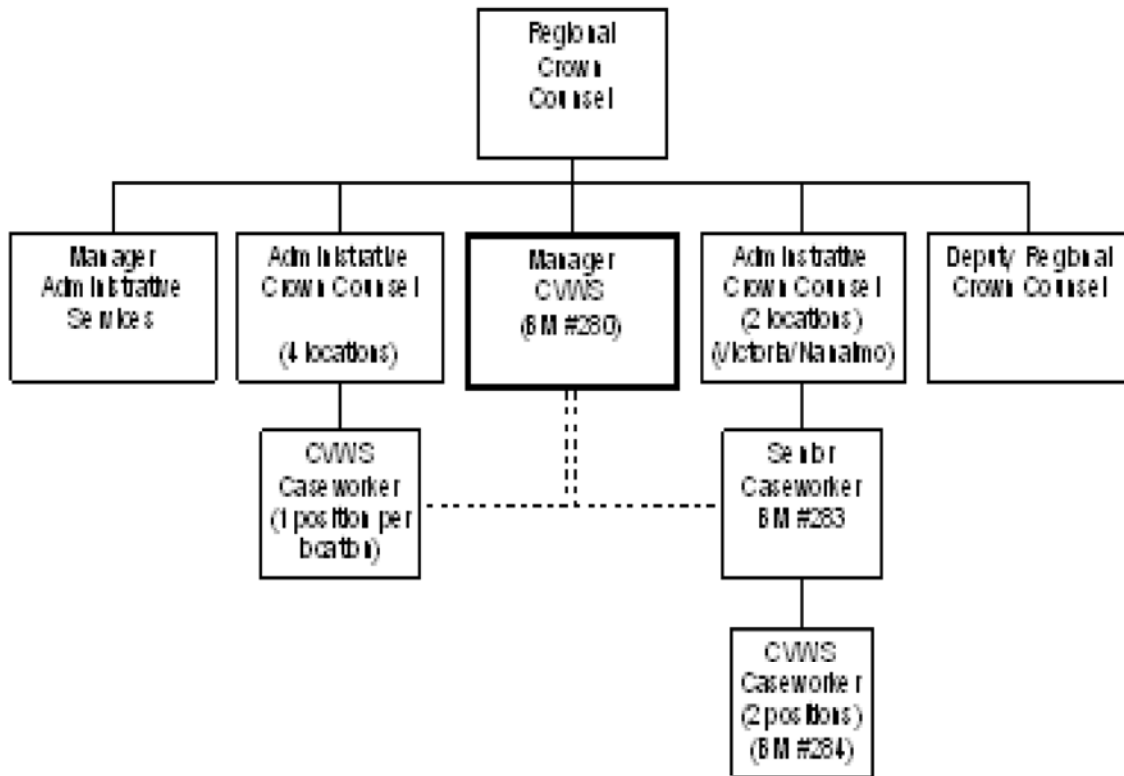
PRIMARY FUNCTION

To organize the delivery of Crown Victim Witness Services (CVWS) to victims, witnesses and their families 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. Plans, develops, coordinates and monitors the delivery of CVW services within an assigned area
 - a. analyzes community needs and establishes service priorities for assigned area
 - b. estimates projected program costs, consolidates district budget submissions and recommends regional budget package to Regional Crown Counsel
 - c. develops office policies and procedures and ensures compliance with legislation, standards & policy
 - d. provides consultant and training support to other victim services within the assigned area
 - e. develops and negotiates inter-agency protocol agreements and policies, coordinates CVW services with other victim assistance programs, criminal justice and social service providers and monitors and mediates grievances
 - f. provides guidance and direction to senior caseworkers on the development of CVW services within their communities and establishment of protocols with local victim assistance programs
2. Provides services to victims/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 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/changed developments and 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. Provides functional direction to senior caseworkers and CVWS caseworkers
 - a. develops standards of service delivery and procedures to be followed by staff in carrying out program functions
 - b. ensures staff adhere to established program objectives, standards and procedures
 - c. collaborates with Administrative Crown Counsel to provide input to employee appraisals
 - d. participates in the selection and recruitment of caseworkers
4. Performs other related duties
 - a. directs the establishment and maintenance of CVWS case files and data entry and ensures files are kept current and all contacts and services provided are properly documented and entered
 - b. participates on various committees at the local, regional and provincial level, dealing with victim related issues or ensuring CVWS is meeting the needs of various groups (e.g., Aboriginal Justice)
 - c. drives vehicles to attend court, provide training and participate in meetings in local communities
 - d. participates in the development and delivery of training for all victims services funded by the ministry
 - e. analyzes information on CVWS program delivery and writes reports recommending changes to branch policy and procedures



* Dotted line represents responsibility to provide functional direction.

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	JOB KNOWLEDGE Understand the principles of social sciences and the Criminal Justice system to analyze community needs, establish service priorities and develop and	G	250

	coordinate the delivery of Crown Victim Witness Services within a region.		
2	<p>MENTAL DEMANDS</p> <p>Judgement to modify Crown Victim Witness Services methods and services in working with community needs to establish service priorities; develop, coordinate and monitor the delivery of a Crown Victim Witness Services regional program; develop inter-agency protocol agreements and coordinate the services of police or community based victim assistance programs.</p>	G	200
3	<p>INTERPERSONAL COMMUNICATIONS SKILL</p> <p>Persuasion required to use basic counselling skills to provide counselling to victims/witnesses of violent crimes.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Significant coordination and dexterity required to drive light, on-road vehicles to court in local communities.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by Crown Victim Witness Services standards, plan and organize the delivery of Crown Victim Witness Services in a region, establish service priorities for the region and ensure compliance with legislation, standards and policy.</p>	F	160
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Moderate financial responsibility to estimate projected program costs for communities served.</p>	D	22.5

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Significant responsibility to coordinate the establishment and maintenance of Crown Victim Witness Services files used by caseworkers and Crown Counsel.</p>	D	22.5
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Responsibility to provide functional direction to CVWS workers by developing procedures for workers to follow, ensuring workers comply with procedures and providing input to their performance appraisals (6 FTE's).</p>	CE	15
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>High level of care and attention to manage a program providing for the well being of victims/witnesses of violent crimes throughout the region.</p>	F	50
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused sensory concentration to frequently listen to and observe clients while providing counselling.</p>	C	12
11	<p>PHYSICAL EFFORT</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>SURROUNDINGS</p> <p>Exposure to frequent unpleasant dealings with upset victims and witnesses of violent crimes.</p>	C	6
13	<p>HAZARDS</p> <p>Limited exposure to hazards from occasionally working around unstable victims/witnesses who may react violently.</p>	B	4

Total Points: 814

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