



Job Description: Volunteer Victim Advocate

Job Title: Volunteer Crisis Advocate

Accountable to: Volunteer Coordinator; Executive Director

Position Summary

Victim advocates provide assistance, support, information and referral to victims of crime and/or tragedy in Airdrie and surrounding areas through crisis intervention and timely follow up.

Essential Functions

To provide non-judgmental, practical and emotional assistance to victims of crime and/or tragedy. This assistance and support is provided through follow up or immediate crisis intervention at the request of the RCMP, other emergency services and community agencies.

- To assist in the delivery, explanation and follow-up of victim impact statements, applications for financial benefits and claims for restitution.
- To keep victims informed of proceedings with the criminal justice system.
- Maintain confidentiality at all times.
- To provide information on, and referrals to, other community agencies who act as additional resources for victims.
- The accurate completion of written reports and records as required, including updating the investigating member of any additional information received while interacting with a victim.
- To provide victims with appropriate educational and preventive information.

Additional Responsibilities

- Familiarization with the victim advocate policy & procedures manual.
- The maintenance of detailed records of volunteer hours.
- The use of discretion and common sense to determine what immediate assistance might be useful to the victim.
- To provide “face to face” contact with a victim when required.
- Assistance with fundraising, presentations and special events, if available.
- Yearly criminal record checks

Requirements

- Coverage of on-call shifts
- The signing of a one-year contract with the program.
- The successful completion of an enhanced RCMP security clearance.
- Participation and attendance in the victim services training program and other in-service sessions.
- Strong communications skills and ability to provide non-judgmental support.
- The ability to work in stressful situations.
- The maintenance of a high degree of professionalism, including dressing in a business-casual manner, punctuality and the positive promotion of victim services.
- Must reside in Airdrie or surrounding area with the ability to report to the detachment within 20 minutes
- A valid driver's license and access to a vehicle is also an asset.