



Job Description: Volunteer Victim Advocate

Job Title: Volunteer Victim Advocate

Accountable To: Volunteer Coordinator; Executive Director

Position Summary

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

Essential Functions

To provide non-judgmental practical and emotional assistance to victims of crime or tragedy. This assistance and support can be provided through follow up or immediate crisis intervention at the request of the RCMP and other 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.
- Maintenance of confidentiality at all times.
- To provide victim / witnesses with formalized court preparation sessions and accompaniment to court as required.
- 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.
- The provision of emergency transportation to victims when necessary.

Additional Responsibilities

- Familiarization with the victim advocate policy & procedure 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 wherever possible.
- The collection and return of any pager / phone used while on-call.
- Assistance with fundraising, presentations and special events, if available.

Requirements

- Coverage of on-call intervention shifts, and self scheduled follow-up with victims as required.
- The signing of one year contract with the program.
- The accurate completion of all security clearance forms for the RCMP.
- 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 like fashion, punctuality and the positive promotion of the victim services.
- A valid driver’s license and access to a vehicle is also an asset.

Ride-a-longs with an RCMP member will also be included as part of an advocate’s training and will be scheduled through the program coordinator at a time suitable to the RCMP and the advocate.