

Posted: Thursday August 20th, 2026

JOB POSTING

Police-Based Victim Services Assistant – Part-time

Castlegar Community Services Society invites applications for a part-time temporary RCMP Victim Services Assistant position.

Location of employment: Castlegar RCMP detachment

Classification: Part-Time

Reports to: Police-Based Victim Services Manager

Location: Castlegar, BC

About the Position:

Castlegar Community Services is seeking a part-time Police-Based Victim Services Assistant to provide direct client support and practical assistance to victims and witnesses of crime and trauma.

Under the direction of the Police-Based Victim Services Manager, the Victim Services Assistant assists with client intake, emotional support, information and referrals, court support, administrative duties, and other day-to-day activities of the Police-Based Victim Services Program. The position works within an environment of strict confidentiality and requires considerable discretion when responding to clients, members of the public, community agencies, RCMP members, Crown Counsel, and others involved in the criminal justice system.

Summary of the Duties and Responsibilities of the Position:

1. Conduct client intake, including obtaining demographic information, explaining the role of Victim Services, assisting with intake documentation, and explaining confidentiality.
2. Provide non-judgmental emotional support to individuals who have experienced crime or trauma through active listening, debriefing, and validation.
3. Provide information about community supports and services available to victims of crime and trauma.
4. Provide information about common psychological responses following crime or traumatic events.
5. Provide information about the criminal justice system, court processes, and the rights of victims of crime in British Columbia.
6. Assist clients in accessing appropriate community services, including counselling, legal, medical, mental health, and other supports.
7. Provide crisis response and client support as assigned and within the scope of the position.

8. Support clients by liaising with police and Crown Counsel regarding individual client matters and obtaining information such as case status and hearing dates.
9. Provide court support, including court orientation, information about court preparation and trial procedures, and court accompaniment.
10. Assist clients in completing forms such as Crime Victim Assistance Program applications and Victim Impact Statements.
11. Provide accompaniment and/or transportation to court, police, medical, or other related appointments when required.
12. Provide information on police, legal, and medical systems relevant to clients' circumstances.
13. Assist the Manager with public education and awareness activities related to victimization and Victim Services.
14. Maintain accurate client records, statistics, and other documentation required for program service delivery and reporting.
15. Provide administrative and program support to the Police-Based Victim Services Manager as required.
16. Perform other related duties within the scope of the position.

Hours of Work:

The position entails approximately 5 hours per week, with the possibility of up to 10 hours per week depending on program needs.

The schedule will be determined following hire. The position may occasionally require evening or night work and may require additional hours in emergency situations.

Job Classification, Compensation, and Benefits:

1. This position's job classification is Victim Services Worker, as per Collective Agreement.
2. Wage is set at Grid 11 \$29.22 per hour (Step 1).
3. Statutory benefits (CPP, EI, WorkSafe) are included. This position does not qualify for Extended Health Benefits or Municipal Pension Plan benefits on its own, as per Collective Agreement.

Nature of the Job, Abilities and Certifications Required:

1. Applicant must be eligible to achieve security clearance to begin work. This can take up to 6-9 months). Preference will be given to applicants who already hold a RCMP Enhanced Reliability Security Clearance.

2. Diploma in a related human/social services field. Two years recent related experience, or an equivalent combination of education, training and experience. Experience and knowledge with the Canadian Criminal Code and the Canadian Criminal Justice System.
3. Valid Class 5 BC Driver's License is mandatory and reliable transportation for work purposes.
4. Demonstrated ability to handle crises situations.
5. Skill in providing non-judgmental emotional support.
6. Ability to work independently as well as in a team.
7. Good oral and written communication skills, including public presentation skills.
8. Ability to work effectively in a police detachment environment.
1. Experience with Word, Excel, PowerPoint, Outlook etc.
2. Superior organizational, multitasking and time management skills.
3. Ability to handle sensitive and confidential information.

RCMP Security Clearance

- The successful applicant must be eligible to obtain and maintain an RCMP enhanced reliability security clearance. A requirement of the RCMP enhanced reliability security clearance is that an applicant must be a Canadian citizen or a permanent resident. Preference will be given to applicants who already hold the required RCMP security clearance.

Start Date: **On or about Monday October 5th 2026**

Closing Date for Applications: **Friday September 11th at 4:30 p.m.**

Application Process: Send via email your letter of interest and updated resume by the closing date and time noted above to info@castlegarcommunityservices.ca. Please put *Victim Services Assistant Application* in the subject line.

We thank all applicants for their interest. Only applicants selected for an interview will be contacted.

<JOB DESCRIPTION FOLLOWS>

Castlegar Community Services Society

Job Title: **POLICE-BASED VICTIM SERVICES ASSISTANT**

Classification: **Victim Service Worker**

Standard Wage Grid: **11** **JJEP Wage Grid**

Job Summary:

Provides support services, practical assistance, information and referrals to clients who have been victims of crime.

Key Duties and Responsibilities:

1. Conducts client intake by performing duties such as obtaining demographic information, providing information regarding the victim service worker's role and the services offered by the organization, assisting clients in completing intake forms, and explaining issues related to confidentiality.
2. Provides emotional support to clients who have been victims of crime through active listening, debriefing and validating clients' emotions.
3. Assesses clients' need for other services and provides them with information on helping organizations and professionals such as community service agencies, counsellors, legal aid lawyers, physicians and mental health services. Recommends appropriate services to clients.
4. Provides crisis response and intervention as necessary.
5. Supports clients' interests and rights by performing duties such as liaising for clients with the police and Crown Counsel, obtaining information about clients' cases including case status and hearing dates.
6. Provides information on police, legal and medical systems in general and specific to clients' cases. Provides information on crime prevention to clients to help them avoid revictimization.
7. Provides court support services such as explaining court processes and trial procedures and providing court orientation and information on court preparation.
8. Provides accompaniment and/or transportation such as to court, police and medical appointments.
9. Assists clients in completing legal forms such as Criminal Injury Compensation Applications and Victim Impact Statements.
10. Participates in public education to raise awareness of physical or sexual assault and/or abuse.
11. Consults and liaises with community service agencies to maintain up-to-date information on available resources and develop community relations.
12. Maintains and provides statistics and reports regarding service delivery as required.
13. Performs other related duties as required.

Qualifications

Security Clearance: Applicant must be eligible to achieve an RCMP enhanced reliability security clearance to work within an RCMP office. Preference will be given to applicants who already hold a RCMP Enhanced Reliability Security Clearance.

Education and Knowledge: Diploma in a related human/social services field.

Training and Experience: Two (2) years recent related experience, or an equivalent combination of education, training and experience. Experience and knowledge with the Canadian Criminal Code and the Canadian Criminal Justice System.