



Bonnyville Victim Services Volunteer Advocate Job Description

Title: Volunteer Victim Advocate.

Reports to: Coordinator and or Assistant Coordinator.

Objectives: The Volunteer Victim Advocate will provide support, information, referral, and crisis intervention to victims of crime and tragedy.

Qualifications:

1. Must be a Canadian Citizen or Landed Immigrant.
2. Must be a minimum of 18 years of age.
3. Must submit to and pass an enhanced security clearance through the R.C.M.P .
4. Must have a valid Alberta Driver's License and provide proof of vehicle insurance if asked.
5. Volunteers are required to have good communication skills, the ability to be empathetic, the ability to set professional boundaries and must have a desire to learn and to assist anyone who has been a victim of a crime or tragedy.
6. Must be able to demonstrate professional behavior while carrying out duties on behalf of Victim Services.
7. Must possess a non-judgmental attitude and be able to respect and maintain the confidentiality of information when working with clients, other volunteers and staff.
8. Must be able to work independently if necessary, yet display the ability to work with others.

Duties/Responsibilities/Guidelines :

To The Unit:

1. Meet the Core Training Standard as outlined in the Alberta Solicitor General and Alberta Police Based Victim Services Association E-learning Manual.
2. Be knowledgeable and familiar with community resources and ensure that proper referrals are made.
3. Regularly attend training workshops and in-services training/information sessions as organized by the Coordinator.
4. Commit, as a Volunteer Advocate with the unit for a minimum of **4 shifts per month**, including one weekend. The shifts are as follows: 4:00 PM-8:00 AM Monday through Friday and 24 hours weekend and holidays.

5. Respond to call outs.
6. Wear VS I.D when on duty and when in the Detachment.
7. Maintain confidentiality.
8. Immediately report to the Coordinator and or Assistant Coordinator any complex or unusual development with a case/file.
9. Accurately document and sign all activities and interventions provided on behalf of a victim in a timely fashion.
10. Stay up to date on court dates and on court files that you are involved with.
11. Adhere to dress code. 3.12 in Policy and Procedure Manual.
12. Abide by the rules, regulations, and conditions set out in the Code of Ethics, Oath of Confidentiality, Policy and Procedure Manual of the Bonnyville Victim Services Unit and the RCMP Memorandum of Understanding.
13. **Read and respond, if required, to all memorandums in a timely fashion.**
14. Assist with fund raising events, assist with promotion and other special events, assist with public education and awareness activities as required and requested by the Coordinator and or Assistant Coordinator.
15. All volunteers are required to keep a detailed record of hours spent as a volunteer for the program. This record is to be submitted to the Assistant Coordinator monthly. This might include but is not limited to, on-call hours, presentations or displays, follow-up work, fundraising and training.

To the RCMP:

1. Inform investigating members of additional information you receive while interacting with victims/witness.
2. Engage only in files initiated by the RCMP or the VS Coordinator and or Assistant Coordinator.
3. Ensure that police files and confidential information does not leave the office.
4. Act as a liaison between investigating police officer and the victim/witness.

To the Victim:

1. Provide Court Support to victim/witness.
2. Respond to immediate crisis situations in a timely manner.
3. Provide appropriate follow up assistance to victims.
4. Provide emergency transportation when there is no other transportation available, and when requested by the RCMP or Coordinator and or Assistant Coordinator. Transportation will be provided with the VSU car only.
5. When a charge has been laid, advise all victims of the Victim Impact Statement Program. When warranted provide victim with information about Restitution Forms and Financial Benefits.

Benefits:

1. Provided with advanced training in topics relevant to Victim Services. Expenses paid for out of town training.
2. Making a difference in your community.
3. Reimbursement available for travel expenses while on duty.
4. Gift in kind receipts provided as appropriate.
5. Challenging work environment.
6. Performance appraisals.
7. Appropriate letters of reference.
8. Volunteer appreciation events throughout the year.
9. Clothing, Volunteer Kit and I.D provided.

Monthly Meetings

Victim Advocate volunteers are held once a month.

These meetings are very important to all advocates:

- Getting to know and bond with fellow advocates
- Communicating, sharing ideas, concerns, questions, brainstorming
- Self care
- Upcoming Events, Fundraising, In services, Training
- Presentations and Special Guests

