



HAMILTON POLICE SERVICE (HPS)  
JOB OPPORTUNITY

**Victim Quick Response Program (VQRP) Coordinator – TEMPORARY FULL TIME**

**Posting #2024-014**

**Job Title: VQRP Coordinator**

**Status:** Temporary Full Time (approx. 3 months with possible extension)

**Department/Unit:** Victim Services

**Salary:** \$38.154 per hour (As of January 1, 2023)

**Posting Date:** February 23, closes March 15, 2024

**Primary Job Location:** Victim Services, 155 King William Street, Hamilton, ON

**Hours of Work:** 8:30 – 4:30 Monday to Friday however must be willing to work flexible hours to respond to victims in need, attend training, and meet the needs of a 24 hour/day, 365 day/year operation

**SUMMARY**

Serving a population of 545,000 residents, the Hamilton Police Service has made a commitment to work in partnership with the community and continue to focus on providing public safety accountability and value to its citizens. With an authorized strength of over 1200 staff, the Hamilton Police Service is committed to the highest standards of integrity and professionalism.

Under the direction of the Victim Services Administrator, the Victim Quick Response Program (VQRP) Coordinator is responsible for responding to and providing crisis intervention to victims of crime and trauma, both on scene and in office, or over the phone. The VQRP Coordinator will be responsible for the Victim Quick Response Program for the Branch, including assessing program eligibility, processing claims and maintaining related database and file management, in addition to purchasing supplies and maintaining service provider currency.

**Duties, but not limited to**

1. Provide support and advice to sworn personnel regarding victim's issues. Develop and maintain positive working relationships with all divisions within the Hamilton Police Service.
2. Respond to inquiries in person and by phone and/or relay calls and messages to appropriate personnel or community agencies. Provide crisis intervention to victims in office, by phone or on scene.
3. Collaborate with community organizations and agencies, to facilitate victim's needs (e.g. shelter, housing, safety planning, compensation, etc.).
4. Complete applications for various compensation programs.
5. Receive and respond to after-hour calls from team leaders, staff, clients, and members of the Service.
6. Serve as a team leader or direct service provider in the event no other volunteers or staff is available.
7. Provide police members with feedback on occurrences involving victims.
8. Review police incident reports involving victim's issues to respond with appropriate action or provide advice to police personnel.
9. Maintain a working knowledge of the judicial system, victims' rights issues, criminal compensation processes, case management issues and legislation pertaining to adults and children.
10. Assist with the development and production of the Volunteer Newsletter.
11. Initiate daily phone calls to victims of domestic violence, in cases where accused not held in custody and/or are not yet arrested.
12. Access records management systems (e.g. Niche RMS, Icon, etc.) to assist with victim response.
13. Assist and support Coordinator with Annual Victim Services Volunteer Training and ongoing professional development training evenings.

14. Coordinate the Victim Quick Response Program by determining eligibility based on Ministry requirements. Meet with victims to complete forms and arrange for services, as required. Liaise with service providers to arrange appropriate service (e.g. hotels, crime scene clean up, etc.). Purchase cell phones, gift cards, and other VQRP related purchases for victims.
15. Complete quarterly Ministry Reports, and conduct an annual Service Provider inventory review.
16. Work within a diverse team of students, police cadets, volunteers, and staff to provide comprehensive services to victims of crime and trauma.
17. Provide back-up relief to the Victim Services Coordinator, during periods of absence.
18. Perform other duties, as assigned, which are related to the major responsibilities of the job.

Supervisory Responsibilities: Not applicable.

Working Conditions: Regular office environment, but may need to travel to and from various work locations. Work may be performed in an environment with exposure to disagreeable conditions, such as attending scenes of crime and homes in disagreeable conditions, dealing with victims of crime and circumstance, and dealing with irate members of the public.

Physical & Sensory Demands/Dexterity: Assignments will involve activities such as reading, writing, keyboarding, talking, listening, sitting, walking, driving, and standing at crime scenes for lengthy periods of time.

#### Education & Experience

- Minimum three (3) year University Degree in Social Sciences or Social Work (e.g. Psychology, Sociology, Criminology, Legal/Justice Studies).
- An equivalent combination of at least two (2) years of university coursework and at least one (1) year of additional education and/or experience, as outlined above/below, may be considered in lieu of a completed University Degree.
- Experience: Equivalent of at least three (3) years full-time practical experience (i.e. at least 6240 hours) working in an environment which provides short-term counselling and crisis intervention, including experience working with victims of crime and trauma.

#### Certifications & Licenses

1. Valid Class G Driver's Licence, or the equivalent, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario with full driving privileges is required.

#### Skills & Competencies

2. Ability to initiate, promote, and facilitate positive Victim Services initiatives within the Service, demonstrated through networking and team building skills.
3. Ability to work with minimal supervision, while being flexible and adaptable regarding hours of work.
4. Self-motivation, enthusiasm, sound judgment, and exceptional interpersonal skills.
5. Strong computer skills (i.e. Microsoft Word and Excel), and the ability to learn new software quickly (e.g. case management and online scheduling software).
6. Demonstrated language proficiency in French and English (both verbal and written), including speaking, listening, and report writing with proper grammar, spelling, and punctuation would be an asset.

\*If you are looking for the full list of duties, please refer to the Job Description

## APPLICATION INSTRUCTIONS

All applications must include their surname and job posting # in the subject line accompanied with an updated resume and supporting covering letter via email to: [recruiting@hamiltonpolice.on.ca](mailto:recruiting@hamiltonpolice.on.ca) by **11:59 PM on March 15, 2024**.

The Hamilton Police Service is an equal opportunity employer that is committed to inclusive, barrier-free recruitment and selection processes.

If contacted for an employment opportunity, please advise Human Resources if you require accommodation for testing, interview, or employment purposes.

If hired, the incumbent shall comply with all Health and Safety Policies and Practices for their position and the workplace.

We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted.

