



**HAMILTON POLICE SERVICE**  
Career Opportunity:  
**VICTIM SERVICES DIRECT SERVICE VOLUNTEER**

<b>Posting #</b>	#2025-039	<b>JJR#</b>	N/A
<b>Job Title</b>	Victim Services Direct Service Volunteer	<b>Civilian/Sworn</b>	Civilian
<b>Status</b>	Volunteer (Unpaid)	<b>Department/Unit</b>	Victim Services Branch, Investigative Services Division
<b>Posting Date</b>	May 8, 2025	<b>Closing Date</b>	May 29, 2025
<b>Primary Job Location</b>	A variety of locations throughout the City of Hamilton, including personal residences, public places, and police stations.		
<b>Hours of Work</b>	<ul style="list-style-type: none"><li>• At least four (4) 7.5 or 8.5 hour scheduled on-call shifts per month, including taking turns for weekend and statutory holiday shifts.</li><li>• Weekday shift times are: 1630-0000 hours or 0000-0830 hours. Weekend and statutory holiday shift times are: 0000-0830 hours, 0830-1630 or 1630-0000 hours.</li><li>• Attendance is mandatory at professional development training.</li></ul> <p><b>Commitment:</b> Minimum one year from the time training ends.</p>		

## SUMMARY

### About HPS

HPS patrols 1.113 square kilometers, serving over 620,063 residents. The Service is divided into two main areas: Operations, which provides visible policing and investigations in various specialized units, and Support, which offers services in areas such as professional development, emergency response, crime prevention, fleet and facilities, IT, Records and HR. HPS is committed to the highest standards of integrity and professionalism in all its divisions.

Our vision to be a trusted partner in delivering public safety is what motivates our members each and every day. Hamilton Police Service is an innovative police service dedicated to working in partnership with our communities to make Hamilton a safe and healthy community in which to live and work. Established in 1833, Hamilton is one of the oldest policing services in the world.

## **Position Summary:**

Volunteers are dispatched to provide service for a variety of circumstances, including, but not limited to, sudden death, suicide, motor vehicle collisions (MVC), intimate partner violence, sexual assaults, and fire scenes.

## **Duties include, but not limited to;**

- Provide emotional support to someone who has survived a tragedy, suffered a traumatic loss, witnessed a traumatic event or has been physically hurt or threatened
- Provide practical assistance to a victim and their family
- Provide referrals to community resources
- Provide information about what to expect and next steps
- Provide professional intervention within the bounds of HPS policies and procedures
- Check Online Message Centre regularly and respond accordingly
- Adhere to deadlines for shift registration
- Uphold Hamilton Police Service's Vision, Mission, Values, and Ethics
- Demonstrate adaptability, flexibility, empathy, compassion, and excellent communications skills (e.g. active listening)

## **Required Skills and Competencies**

- Canadian Citizen or Permanent Resident of Canada
- Be at least 21 years of age or older
- Live within the City of Hamilton
- Possess a valid Class G Driver's License, with no more than six (6) accumulated demerit points, permitting you to drive an automobile in Ontario
- Have access to a vehicle
- Have no criminal convictions for which a pardon has not been granted
- Pass a Police Information Check and annual background checks
- Must possess the ability to work with victims/witnesses of crime/trauma, and exposure to traumatic circumstances.
- Have an email account and internet access
- Have a willingness to give back to the community
- Be compassionate and empathetic, care about others well-being, and have excellent problem solving, listening, and communication skills

## **Orientation/Training**

- 6 Mandatory Training Sessions in July 2025, which teaches volunteers how to handle sensitive crime related situations and become familiar with working with victims of crime and/or circumstance via group work and role playing.
- In addition to the 6 days of training, completion of a series of mandatory online training modules through the Learning Management System - Canadian Police Knowledge Network.
- Volunteer Orientation/Resource Manuals
- Ongoing professional development training and mentorship

There will be a volunteer evaluation and assessment conducted at the end of the training program, as well as an opportunity for volunteers to participate in an "end-of-class" survey following training.

## Recruitment Process & Terms

- Application/Resume Review and Supplementary Application
- Mandatory attendance at a Victim Services Orientation Night
- Interview with Victim Services Branch Staff
- Police and Reference Checks
- Invitation to Victim Services Training
- Victim Services Branch Volunteer Contract Sign-off, Volunteer Code of Conduct Sign-off, Undertaking of Confidentiality Sign-off, Release and Waiver Sign-off
- Mandatory attendance for Orientation and 6 training sessions in July
- An offer to attend the Victim Services Volunteer Training Program does not guarantee that an applicant will be accepted into the Direct Service Volunteer Program
- Volunteers are subject to a six (6) month probationary period after training has been completed
- If selected, volunteers shall not engage in any activity that may result in a criminal record or bring discredit to the Hamilton Police Service or misuse HPS Photo ID
- Volunteers must adhere to direction given at a scene by an Officer or Team Leader, all policies and procedures of the HPS, and the HPS Volunteer Code of Conduct

## INTERESTED IN THE POSITION?

Submit your application (i.e. updated cover letter and resume) via email by indicating the posting number in the subject line to [recruiting@hamiltonpolice.ca](mailto:recruiting@hamiltonpolice.ca) before 11:59 PM on **May 29, 2025**. Please be advised we do not currently use AI technology as part of our screening and selection process.

Interested persons applying must be a permanent resident of Canada/Citizenship, and be able to work within Canada.

In accordance with the Ontario Human Rights Code (OHRC) should you require an accommodation at any time during the recruitment and selection process we encourage you to notify the Human Resources @ [recruiting@hamiltonpolice.ca](mailto:recruiting@hamiltonpolice.ca)

We thank everyone for their expressed interest and appreciate the time you've taken to submit your application. However, only those selected for employment testing and/or an interview will be contacted.

At Hamilton Police Service, we are committed to a fair and equitable recruitment and selection process. We strive to build, mentor, and retain a highly skilled workforce that reflects the diversity of the communities we serve. By fostering an inclusive and respectful workplace where every member feels valued and has a strong sense of belonging, we strengthen our ability to serve Hamilton with professionalism, empathy, and integrity.

We strongly encourage applications from individuals of diverse backgrounds, including 2SLGBTQIA communities, Indigenous peoples, persons with disabilities, racialized persons, multilingual candidates, and anyone passionate about public service. By joining the Hamilton Police Service, you will play a crucial role in making a meaningful difference in the lives of those who call Hamilton home.

*Hamilton Police Service (HPS) is situated upon the traditional territories of the Erie, Neutral, Huron-Wendat, Haudenosaunee and Mississaugas. This land is covered by the Dish With One Spoon Wampum Belt Covenant, which was an agreement between the Haudenosaunee and Anishinaabek to share and care for the resources around the Great Lakes. We further acknowledge that this land is covered by the Between the Lakes Purchase, 1792, between the Crown and the Mississaugas of the Credit First Nation. HPS honours with gratitude this sacred land which, from time immemorial, has been and is home to many Indigenous people from across Turtle Island.*