



## HAMILTON POLICE SERVICE

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# VICTIM SERVICES DIRECT SERVICE VOLUNTEER

The Victim Services Branch is a Provincial, and International Award-Winning Branch of the Hamilton Police Service comprised of 5 staff members and approximately 60 volunteers.

Join us in providing emotional support for victims of crime and/or trauma in the City of Hamilton.

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**Job Title:** Victim Services Direct Service Volunteer

**Department:** Victim Services Branch, Investigative Services Division

**Location:** A variety of locations throughout the City of Hamilton, including personal residences, public places, and police stations.

**Reports to:** Victim Services Branch Staff and/or scheduled Team Leader

**Hours of Work:**

- 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.
- 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.
- Attendance is mandatory at professional development training.

**Commitment:** Minimum one year from the time training ends

**Notice Date:** September 3, 2024

**Application Deadline:** October 4, 2024

**Please note: This position is an unpaid volunteer position.**

## 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.

## GENERAL DUTIES

- 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)

## REQUIREMENTS

- 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 Licence, 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

- Initial fourteen (14 sessions mandatory in class training from January to February (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 14 classes 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 (December)

- Victim Services Branch Volunteer Contract Sign-off, Volunteer Code of Conduct Sign-off, Undertaking of Confidentiality Sign-off
- Mandatory attendance for 14 training sessions (January to February)
- 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

**IF YOU ARE PASSIONATE ABOUT MAKING A VALUABLE CONTRIBUTION TO OUR COMMUNITY AND ITS MEMBERS, AND YOU WOULD LIKE TO GAIN SKILLS & EXPERIENCE IN SUPPORTING VICTIMS OF CRIME OR THOSE IMPACTED BY TRAGIC CIRCUMSTANCE, WE WOULD LIKE TO HEAR FROM YOU.**

Kindly 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 October 4, 2024. Please be advised we do not currently use AI technology as part of our screening and selection process.

We thank all applicants, however, only those candidates selected for testing and/or an interview will be contacted. No phone calls or emails please. We are unable to respond to all applicants.

Please note that the Hamilton Police Service is committed to the principles of equal opportunity and reflecting the diverse community that we serve. Fluency in a second language is an asset; please indicate if you are able to speak another language on your application.

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.

By applying, you agree that the statements made by you are true, complete, and correct to the best of your knowledge. Further, you understand that any falsification of statements, misrepresentations, and/or deliberate omission or concealment of information may be considered just cause for dismissal.

