

Update

Ministry

Public Safety and Emergency Services

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Caseworker

Current Class

Program Services 1

Job Focus

Operations/Program

Supervisory Level

00 - No Supervision

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Employee Name (or Vacant)

Organizational Structure

Division, Branch/Unit

SSII, CPSS/Victims of Crime Assistance Program

☐ Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Caseworker Supervisor

Supervisor's Current Class

Program Services 4

Design: Identify Job Duties and Value

Changes Since Last Reviewed

Date yyyy-mm-dd

2025-04-04

Responsibilities Added:

N/A - update to template only

Responsibilities Removed:

N/A- update to template only

Job Purpose and Organizational Context

Why the job exists:

The **Victims of Crime Assistance Program** (VAP) is a new service delivery based program. VAP is comprised of a suite of services, which will provide supports and services to victims of serious violent crime, and families of homicide victims.

The VAP is administered under the framework of specific policy and legislation where the Caseworkers knowledge

and interpretation of related policy and legislation is required. Policy and legislation includes, but is not limited to: *Victims of Crime and Public Safety Act (Act)*; the *Victims of Crime and Public Safety Regulation (Regulation)*; *Criminal Code of Canada*; *Health Information Act (HIA)*; *Freedom of Information and Privacy Act (FOIP)*, and specified policies governing the new programs and services is critical to the role of this position.

The VAP services include, but are not limited to:

Extended Medical Benefits: provides access to contracted specialized counsellors and an extended medical benefit plan to ensure victims have access to required treatment to mitigate the injury trauma from the crime.

Emergency Assistance: provides support victims of violent crime with short-term financial support related to safety and security needs. This assistance is related to loss or damages, and/or safety related travel to reduce the impact of crime, enhance safety, and meet practical needs arising from the commission of the offence.

Court Attendance Expense Reimbursement: provides reimbursement for expenses for families of homicide and provides a support person for victims of sexual assault to attend court proceedings not covered under the Alberta Crown Prosecution Services witness expense program.

Funeral Expense Reimbursement: provides reimbursement of reasonable funeral related expenses

Grief Counselling: provides crisis counselling for family members of deceased victims.

Minor Witness to Violence: provides crisis counselling for minors who witnessed violent crime committed against someone they have a close personal connection to.

This position reports to the Caseworker Supervisor and is responsible for adjudicating all applications in relation to eligibility for assistance, supports and/or services provided by the program.

Key activities include being able to communicate with clients using a trauma informed perspective, reviewing and accurately entering invoices to initiate an electronic financial processing operation, and promptly responding to operational demands as required. The ability to multi-task competing priorities is required to ensure success in this role.

The position requires a high level of competency related to obtaining, verifying, and analyzing required information to appropriately adjudicate decisions in alignment with program policy, procedure and legislation.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

1. CASE MANAGEMENT: APPLICATION ASSESSMENT, INVESTIGATION AND ADJUDICATION

This position is responsible for reviewing and assessing applications for multiple services and supports ensuring the eligibility requirements for each option have been considered.

Outcome:

- Caseworkers operate with a large degree of autonomy, working in a high volume, fast paced environment that spans across the province of Alberta. The position involves applying critical thinking to a complex decision-making process where Caseworkers are required to exercise sophisticated judgements that are timely, principle based and supported with verifiable information.
- The Caseworker must apply a high degree of critical thinking and analysis in the interpretation and application of legislation; policy; police information; weighing of evidence; assessing 'balance of probabilities' civil legislation concepts; and use of discretion to assist them at arriving at a reasonable evidence-based decision, supported by a clear ratio.
- Documentation of all actions and provide clear detailed rationales for all decisions in alignment with program policy, procedure and legislation to ensure that decisions are fair, impartial, based on accurate data, and within the parameters of program policy, standard operating procedure, legislation and regulations.
- Assess the victim's criminal record using a variety of databases such as the Justice On-Line Information Network (JOIN), Vital Statistics (VISTAS), and any other database where authorized access has been provided.

- Consider cultural safety, religious and ethnicity concerns (i.e. special ceremonial practices and the associated costs). Consider all programs and/or services for which the applicants may be eligible for and initiate appropriate action and/or referrals best suited to the applicant individual needs

2. CREATION OF SUSTAINABLE, POSITIVE WORKING RELATIONSHIPS WITH DIVERSE STAKEHOLDERS INSIDE AND OUTSIDE OF VICTIM SERVICES.

This position is responsible for the professional communication with a wide variety of internal and external professional, and non-professional stakeholders.

Outcome:

- Establish and maintain positive and effective relationships with victims and/or victim representatives to ensure effective and appropriate communication of information required for decision making and to explain program decisions.
- Establish and maintain positive and effective relationships with key internal and external stakeholders transferring that knowledge into information to support policy enhancements and inform management decisions for the purpose of ensuring optimal integration of business goals and ministry objectives.
- Consult and collaborate with colleagues and program management regarding complex matters of policy and application adjudication.
- Clearly and concisely document pertinent information on the digital case management system in relation to all activities on each file.
- Prepare and issue written decisions from a trauma informed lens in accordance with policy, procedure, and legislation ensuring clear explanations of the rationale resourced to inform a decision.

3. VICTIMS OF CRIME ASSISTANCE PROGRAM ENHANCEMENTS AND CONTINUOUS IMPROVEMENT

This position is responsible to contribute to program discussions with regards to required legislative amendments, policy improvements, and standard operating procedure updates necessary for operational processes.

Outcome:

- Contribute to collaborative discussions to consider trends and information sharing supports to facilitate effective program delivery
- Contribute to program discussions regarding legislation, policy enhancement, and related standard operating procedures are updated and maintained clearly providing direction to program operations.
- Provide subject matter expertise both internally and externally on legislation or policy impacting Victims of Crime programs or services.
- Contribute to evidence gathering to support future enhancements to the program to better support ever changing victim needs.

4. INFORMATION MANAGEMENT AND COMMUNICATION

This position has direct access to and receives, significantly sensitive information, which must be retained according to GoA Information Management security protocols and communicate details with applicable internal and external victim stakeholders.

Outcome:

- Caseworkers must be able to be objective and resilient as they are privy to sensitive, often graphic, information, as well as information provided in confidence (i.e. dealing with parent offenders of child victims). They must recognize a conflict of interest and transfer a case file, should an application refer to an

individual known to the Caseworker. They Ensure sensitive and confidential information is used, stored, and maintained according to the GoA Information Management guidelines, policy, and applicable legislation (FOIP, HIA, etc.)

- Knowledge of FOIP, *Health Information Act* (HIA) and victim legislation and policy is essential in maintaining the confidentiality of information received from the applicant/victim and third parties. Information may include detailed medical and criminal justice information.
- Respect the privacy rights of the victim and third-party information sources. Ability to have a clear understanding that consultation must occur with third party sources before information is released, as the release of health information may be harmful to the victim and violate the *Health Information Act* and or FOIP. Additionally, the release of law enforcement information may interfere with investigations and harm the ability to obtain future information from third party sources.
- Caseworkers must be able to communicate compassionately through a trauma informed lens. Victims frequently describe significant physical and psychological impacts related to the crime. They require ongoing support and explanation throughout the assessment process. Victims and applicants are referred to programs and services, including those external to Alberta, as may be appropriate to the situation.

Problem Solving

Typical problems solved:

- This position must be knowledgeable about victim legislation, program policy and procedure to effectively determine appropriate action and/or responses. This position is primarily a call centre answering questions from clients. As a result, the position works independently and uses judgement to determine the most appropriate choice of action in various situations when dealing with clients. Solutions to situations are usually found quickly and are based on past practice/experience. Assistance is available from the Admin Team Lead.
- This position is the primary adjudicative decision maker for all applications to the program. They work independently and use judgement to determine the most appropriate choice of action in various situations when dealing with clients. Solutions to situations are usually found quickly and are based on past practice/experience. Assistance is available from the Caseworker Supervisor.
- The program continues to experience growth in application volumes as the program itself continues to evolve. Principles under the *Act* require expediency requiring prioritization of caseworker workload to deal with competing demands.
- Program caseworkers must continually strive for adjudicative efficiency while ensuring program delivery remains victim-centric and trauma-informed.
- Situations often present with unexpected and/or complex variables, and detailed/informed interpretations are required to maintain consistency of responses. This often requires consultation with the Caseworker Supervisor or Management as appropriate.
- Communication of program standards to external stakeholders can affect service delivery by community level stakeholders and the public perception of available services. Misunderstandings directly affect public attitude about VAP and referral of potential applicants to the program as well as applicant expectations. This may also affect perception of the legal community and courts on related criminal and civil proceedings.
- Understanding the impacts of information sharing in accordance with internal program policies, victim legislation, and information sharing legislation relative to the decision process often requires problem solving and critical thinking skills.

Types of guidance available for problem solving:

- Program policy and Standard Operating procedures, 1GX training, etc.
- Other program colleagues, and/or Caseworker Supervisor
- Management within the department

Direct or indirect impacts of decisions:

- Consistency and expediency in adjudicating applications to the program and general program information sharing directly impacts whether or not all applicants are treated fairly and receive appropriate assistance or services. This in turn not only impacts the victim's recovery and participation in the judicial process, but the overall perception of the program, the Ministry, and the GoA in its public statements regarding its commitment to serving victims of crime in this province.
- Effective and satisfactory resolution of applicant and external party issues and concerns will limit complaints to Government and/or to media.
- Effective collaboration and participation will support a positive teamwork environment within the program unit to ensure an engaged work group that is more likely to provide professional and compassionate service to victims.

Key Relationships

Major stakeholders and purpose of interactions:

INTERNAL

- Caseworker colleagues - resulting in timely completion of adjudicative tasks contributing to overall program timely responses.
- Caseworker Supervisor - Daily - Resolve issues, discuss policy, business planning, program performance measurement matters
- Manager - As required - Resolve emerging issues as required, consultation
- Victims Assistance Program staff - As required - Consultation, coordination of activities
- Other Managers and Professional Staff in Victims Programs - As required - Consultation, coordination of activities

EXTERNAL

- Office of the Public Guardian & Trustee - As required - Respond to queries or discuss issues relative to common clients or associated policy
- Victims/Applicants - As required - Exchange of information, response to queries
- Police - As required - Exchange of applicant information, consultation
- Medical Professionals - As required - Exchange of applicant information, consultation
- Victim Serving Organization Staff and Volunteers - As required - Respond to queries

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Diploma (2 year)	Law	Public Administration	Other

If other, specify:

Training in legal, health, and/or public administrative processes is an asset.

Job-specific experience, technical competencies, certification and/or training:

High school diploma with a minimum of 3 years progressively related administrative experience, including financial management and records management is required. Knowledge of 1GX financial processes, GoA financial management best practices and user acceptance testing of databases or applications is an asset.

Competent with the Microsoft suite products.

Experience working with people in need, vulnerable populations (i.e. victims, social service agency).

Experience in the court process and/or navigating a criminal justice process

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Systems Thinking	☐	☐	☒	☐	☐	Takes a long-term view towards organization's objectives and how to achieve them: • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration	Systematic reasoning will enable you to complete the processes within your team and incorporate operational efficiencies wherever appropriate. Uses a holistic approach to inform decision making.
Creative Problem Solving	☐	☐	☒	☐	☐	Engages the community and resources at hand to address issues: • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks	Identify issues, and learn how to mitigate risks of recurring issues. Contribute to streamlined administrative processes while ensure accuracy and timely completion. Troubleshooting skills will enable you to solve issues as they arise.
Develop Self and Others	☐	☐	☒	☐	☐	Plans according to career goals and regular development: • Aligns personal goals with career goals • Leverages strengths; attempts stretch goals • Provides feedback and openly discusses team performance • Values team diversity, and supports personal development	Strong initiative to enhance your own competencies will enable you to increase your competencies, as well as contribute, support and improve collaborative opportunities of an adjudicative team to ensure excellence in service delivery and operational efficiency

Agility	○ ● ○ ○ ○	Works in a changing environment and takes initiative to change: • Takes opportunities to improve work processes • Anticipates and adjusts behaviour to change • Remains optimistic, calm and composed in stressful situations • Seeks advice and support to change appropriately • Works creatively within guidelines	Strong ability to identify and contribute to improvements intended to enhance the Victims of Crime Assistance Program. Incorporate new or modified business processes to better serve victims of crime.
Build Collaborative Environments	○ ○ ● ○ ○	Collaborates across functional areas and proactively addresses conflict: • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment	Communicate and collaborate with various victim stakeholder groups to better understand victim needs. Effectively and respectfully manages conflicts. Uses a trauma informed lens for all communication.

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

021PS77 - Student Funding Advisor, Advanced Education, Knowledge DI2 152, Problem Solving-29%, Responsibility-R1 50, Total Points 245

021PS81 - Web Liaison Officer, Agriculture and Forestry, Knowledge D+I1 152, Problem Solving-29%, Responsibility-R1 50, Total Points 245

Assign

The signatures below indicate that all parties have read and agree that the job description accurately reflects the work assigned and required in the organization.

Employee Name

Date yyyy-mm-dd

Employee Signature

Supervisor / Manager Name

Date yyyy-mm-dd

Supervisor / Manager Signature

Director / Executive Director Name

Date yyyy-mm-dd

Director / Executive Director Signature

ADM Name

Date yyyy-mm-dd

ADM Signature

DM Name

Date yyyy-mm-dd

DM Signature