



Victim Witness Co-ordinators

Occupational Family/Code – Human Services: HVC

Profile created: 1997 05

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Occupation Summary	Selection of Competencies	Knowledge	Skills	Personal Attributes
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The victim witness co-ordinators prepare victims and crown witnesses for court. They provide court orientation to victims and witnesses to introduce them to the criminal court process. They conduct assessments of victims and witnesses to determine supports which may be needed or agency referrals which may assist in ensuring they are receiving the services they require and are able to testify in court. They may present their recommendations to the court. They attend court with a victim or witness or co-ordinate this through other court accompaniment programs.

Coordinators must be comfortable working extensively with children within the context of the justice system, including preparing child victims and witnesses for various court processes. They should have in-depth knowledge of victim trauma and the grieving process particularly for children; persons with physical and cognitive disabilities; and victims of sexual assault and the ability to respond to these issues.

Victim witness co-ordinators deliver presentations to community groups on victimization issues and victims support programs. They deliver training sessions to volunteers on the provision of court orientation and accompaniment.

Co-ordinators may be required to travel and/or drive throughout the city or in rural areas in order to attend court or conduct home visits. They will be required to work flexible hours. They may encounter people who are rude or angry toward them or toward the victims or witnesses. They must be comfortable explaining their recommendations in court and delivering presentations to groups of people.



Knowledge

Knowledge is the baseline of information acquired through work and life experiences, learning situations and formal education which enables an individual to perform from an informed perspective.

Acts/Regulations/ Legislation

- Knowledge of applicable acts, regulations and policies. **(Learn)**
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Theories/Principles

- Knowledge of human growth and development and family dynamics. **(Bring)**
- Knowledge of social work practices and principles. **(Bring)**
- Knowledge of principles and techniques of adult and child learning. **(Learn)**
- Knowledge of the systemic barriers that affect clients (sexism, racism, gender, poverty and socio-economic issues). **(Bring)**
- Knowledge of cultural beliefs, values, perspectives and practices. **(Bring)**
- Knowledge of impact of victimization particularly on vulnerable populations. **(Bring)**
- Knowledge of the criminal justice system with particular emphasis on criminal courts. **(Bring)**
- Knowledge of community and government services which may assist in meeting the needs of victims. **(Bring)**
- Knowledge of union management procedures and how they relate to human resource processes. **(Learn)**
- Knowledge of human resource management practices, including strategies to recruit, support and sustain a diverse workforce. **(Bring - Supervisor only/Learn)**
- Knowledge of victim trauma and the grieving process. **(Bring)**



- Knowledge of community services and resources and the extent to which these resources and services support the citizens of the community. **(Learn)**
 - Knowledge of interviewing skills and techniques. **(Bring)**
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Skills

Skills are those demonstrated abilities, or proficiencies which one has learned from their past. These are acquired/developed from past work and life experience, including volunteer work, independent study, life events, community and leisure activities, and formal training.

Skills are demonstrable, measurable and are transferable from one situation to another.

Communication

- Ability to organize, present and record information in a clear, concise, complete, accurate and timely manner which allows others to understand the reasons for decisions/recommendations or the need for further action. **(Bring)**

Personal attributes which may link with this skill statement include: thorough, attentive to detail...

- Ability to develop, deliver and facilitate clear and concise information sessions and educational modules using language appropriate to the audience. **(Learn)**

Personal attributes which may link with this skill statement include: patient, client focused, flexible, confident...

- Ability to accurately comprehend and explain applicable court rules and regulations, policies and procedures, and other court/legal related documents. **(Learn)**

Personal attributes which may link with this skill statement include: patient, understanding, firm but fair...

- Ability to thoroughly, clearly and using language at a level appropriate to the client, teach court proceedings and process to prepare children and adults to testify in court. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, adaptable, thorough...



- Ability to plan and conduct interviews with individuals who may display a broad range of emotions to gather and evaluate relevant information, assess capacities and the need for services. **(Bring)**

Personal attributes which may link with this skill statement include: non-judgmental, empathetic, patient, focused, respectful...

Leadership

- Ability to promote self-reliance, professional growth and team work with volunteers and staff to create a healthy work environment, ensure effective service, and meet program goals. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, supportive...

- Ability to guide, coach and monitor employee performance to ensure compliance with pre-established responsibilities and standards of work performance. **(Learn)**

Personal attributes which may link with this skill statement include: flexible, patient, thorough...

- Ability to guide and coach a diverse group of employees, that results in a team that can meet its goals and objectives, while maintaining a healthy, productive, respectful and safe work environment that is free of discrimination.
(Bring - Supervisor only/Learn)

Personal attributes which may link with this skill statement include: respectful, supportive, empathetic...

Problem Solving

- Ability to recognize the effects and implications of various forms of abuse and apply appropriate intervention strategies.
(Bring)

Personal attributes which may link with this skill statement include: attentive to detail, empathetic, child focused...



- Ability to assess and evaluate special needs of vulnerable child and adult victims/witnesses to make appropriate recommendations regarding services required or actions to be taken. **(Bring)**

Personal attributes which may link with this skill statement include: client focused, empathetic, adaptable ...

- Ability to refer clients to appropriate, available services, programs and agencies in response to client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, adaptable, thorough ...

Interpersonal

- Ability to liaise with other agencies, individuals and communities to develop positive working relationships, policies and protocols, address complaints and establish partnerships. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, creative, tactful...

- Ability to recognize and accommodate people from all cultures, age groups, religions, gender, sexual orientation and socio-economic backgrounds in a sensitive and respectful manner. **(Bring)**

Personal attributes which may link with this skill statement include: accepting/respectful of differences in people, non-judgmental, empathetic...

- Ability to create an environment that recognizes, supports, respects and welcomes diversity of employees and clients. **(Bring - Supervisor only/Learn)**

Personal attributes which may link with this skill statement include: welcoming, objective, understanding...



Team/Independence

- Ability to work independently or as a team member with co-workers, agencies and others to consistently meet program and client needs. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, adaptable, thorough...

Organizational

- Ability to independently organize duties, determine and adjust priorities to complete tasks and meet deadlines. **(Bring)**

Personal attributes which may link with this skill statement include: thorough, flexible, client focused...

- Ability to organize, manage, prioritize and accommodate changes to workloads of self and others in order to promote effective performance. **(Learn)**

Personal attributes which may link with this skill statement include: thorough, flexible, adaptable...

Analytical

- Ability to thoroughly gather, examine and question court/legal information; to explain court orders and proceedings to clients and/or to satisfactorily conclude legal/court related investigations. **(Learn)**

Personal attributes which may link with this skill statement include: focused, attentive to detail...

Technical

- Ability to access, retrieve, input and process information using various electronic systems in an accurate and timely manner. **(Learn)**

Personal attributes which may link with this skill statement include: attentive to detail, thorough...



Safety/Stress/Security

- Ability to recognize and defuse hostile, aggressive, dangerous, and/or violent situations in order to ensure safety of self and/or others. **(Bring)**

Personal attributes which may link with this skill statement include: self-confident, tactful...

- Ability to recognize stress in self and take steps to minimize its impact to ensure good health and well being. **(Bring)**

Personal attributes which may link with this skill statement include: flexible, optimistic, self-confident...

- Ability to recognize stressful situations for self and others and develop and implement coping and preventative strategies. **(Bring)**

Personal attributes which may link with this skill statement include: insightful/intuitive, sensitive, positive, empathetic...

- Ability to deal with difficult and sensitive written and verbal information and intense emotional content over a prolonged period of time. **(Learn)**

Personal attributes which may link with this skill statement include: sensitive, compassionate, optimistic, open minded...



Personal Attributes

(Bring)

Personal Attributes identify qualities of character, which a person must have to be an effective and successful performer in the job. They are underlying characteristics which are deep and enduring parts of an individual expressed most of the time. They are one's personal style or personal effectiveness, such as feelings, attitudes, habits and traits. Each of these is demonstrated by behavioural examples which allow one to objectively determine whether an individual possesses the required personal attributes.

Attributes, together with the knowledge and skill competencies, help you to predict what a person will do in a given situation.

Personal attributes for the Victim Witness Co-ordinators include:

To Be...

- empathetic/ sensitive
- patient/ tolerant
- client focused
- child focused
- open-minded/
non-judgmental
- ethical/ honest
- welcoming
- objective
- self-confident
- understanding
- creative/ adaptable/
flexible
- aware of own biases,
emotions, beliefs and
limitations
- caring/ supportive
- equitable
- diplomatic/tactful
- thorough/attentive to
detail
- optimistic/humorous
- curious
- energetic
- accommodate
individual differences
- respectful

[Back to top](#)