



## Job Description: Court Support Worker

**Job Title:** Court Support Volunteer

**Accountable to:** Court Coordinator, Volunteer Coordinator; Executive Director

### Position Summary

Victim advocates provide assistance, support, information and referral to victims of crime or tragedy in Airdrie and District through crisis intervention and timely follow up. Court support volunteers primarily assist victims in the court process with information, support and referral.

### Responsibilities:

- To keep victims informed of proceedings with the criminal justice system.
- To assist in the delivery, explanation and follow-up of court proceedings
- Maintenance of confidentiality at all times.
- To provide victim/witnesses with formalized court preparation sessions and accompaniment to court as required.
- To attend court on Thursdays, every Friday for trials and special sittings in Calgary and Airdrie and be available to answer any questions from staff at the court house i.e. Crown Prosecutor
- To provide information on, and referrals to, other community agencies who act as additional resources for victims.
- The accurate completion of written reports and records as required, including updating the investigating member of any additional information received while interacting with a victim.

### Additional Responsibilities

- Familiarization with the Victim Advocate Policy and Procedure manual.
- The maintenance of detailed records of volunteer hours.
- The use of discretion and common sense to determine what immediate assistance might be useful to the victim.

### Requirements

- Attending Court on scheduled court days as previously noted.
- The signing of one-year contract with the program and completion of 3 months in the Evening Crisis Volunteer Role
- The accurate completion of all security clearance forms for the RCMP.
- Participation and attendance in the victim services training program and other in-service sessions.
- Strong communications skills and ability to provide non-judgmental support.
- The ability to work in stressful situations.
- The maintenance of a high degree of professionalism, including dressing in a business-casual manner, punctuality and the positive promotion of victim services.