



Position Description

Victim Services of Simcoe County (VSSC) is a volunteer-driven charitable organization that helps victims of crime and tragedy across most of Simcoe County. Early-intervention services are available in English and French, 24/7, on referral from police, self-referral, and community agencies.

Position Title: Crisis Response Volunteer

Position Reports to: Volunteer Coordinator

Purpose of Position

Crisis-response volunteers provide short-term on-site crisis intervention, practical help, information, safety planning, and referrals to other community and government services for longer-term support. The goal is to help individuals cope in the aftermath of a crime or tragic event by relieving distress, supporting personal autonomy, and restoring self-reliance.

Key Duties and Responsibilities

- Be available when on duty to respond immediately to requests for assistance
- Be alert and assess safety throughout each crisis call
- Maintain communication with the Team Leader when dispatched to a crisis scene
- Debrief with the Team Leader after each crisis call
- Complete a Client Contact Form and Needs Assessment Form after the completion of each crisis call
- Maintain volunteering commitments as per the Volunteer Service Agreement
- Provide support services as per the Program Standards
- Adhere to all organization policies outlined in the Volunteer Handbook

Qualifications

- Work as a member of a professional team
- Have knowledge and understanding of the principles and ethics of helping
- Present a professional appearance (business casual)
- Be respectful, non-judgmental, empathetic, and compassionate toward clients
- Understand and assist using a Trauma Informed Care approach

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Qualifications (continued)

- Be a good listener and have strong communication skills
- Understand and have passion for working with victims of crime and tragedy
- Be dependable and punctual
- Respect and maintain confidentiality of all information and persons associated with Victim Services of Simcoe County

Requirements

- Be a minimum of 19 years of age and have a valid G driver's license
- Have access to a well-maintained vehicle when on duty
- Provide proof of valid vehicle liability insurance
- Provide a clear police record and vulnerable sector screening check
- Attend an initial screening interview and provide references
- Have access to the internet to maintain contact with the organization
- Successfully complete the online and in-class training
- Have a cell phone and be responsible for the costs and maintenance of the phone

Commitments

- Sign up for a minimum of four 12-hour shifts or eight 6-hour shifts per month
- Attend monthly volunteer meetings
- Complete two (2) professional development sessions per year
- Commit to a minimum of one (1) year active service with the program

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