

VICTIM SERVICES VOLUNTEER ROLE PROFILE

Role Profile

Provide a personal and tailored support service to people who have been a victim of crime to cope and recover from their experience.

Rank/grade

Volunteer

Line manager

Victim Care Unit team leader

Scope

- Undertake visits to victims of crime, as directed by the Victim Care Unit team leader.
- Advise and signpost service users to agencies or organisations who can help in their recovery.
- Maintain face to face contact and support with service users using their preferred contact method, contact time and frequency of contact.
- Maintain accurate records of interactions with service users.
- Be an advocate for witness and victim care for the Constabulary.

For the postholders' level of responsibility, ensure that all arrangements, activities, equipment, supervision and staff health, welfare and training are complied with as fully detailed in the Health and Safety Policy.

It is the responsibility of all staff to promote equality, diversity and human rights in working practices including developing and maintaining positive working relationships, ensuring that colleagues are treated fairly, contributing to developing equality of opportunity in working practices and challenging inappropriate conduct. Staff should treat everyone with fairness and impartiality, whilst recognising differences in needs, perspectives, backgrounds and cultures.

Notwithstanding the details in this job description, the job holder may be required to undertake other duties up to a level consistent with the principal responsibilities of the job.

Experience

- Possess excellent interpersonal and communication skills.
- Have experience of working with computer systems.

- Present information using appropriate methods.
- Possess an awareness of the service available to victims of crime.
- Ideally have experience working with individuals who have been a victim of crime.