

Role description

Role title: Humber and South Yorkshire Cope and Recovery Volunteer

1. Purpose of the role

Cope and Recovery is a team of Victim Care Advocates who work with cases identified as 'Enhanced' within the Victim's Code of Practice. These cases include the most serious crime types, as well as victims with additional needs or vulnerabilities. As such they are our most complex cases, and require the most intensive support.

As a Cope and Recovery Volunteer, you will be assigned to a specific Victim Care Advocate and will be assigned tasks on cases by that member of staff. The Victim Care Advocate will be the first point of contact with the victim of crime and will remain the single point of contact throughout the case.

Your role will be to deliver specific pieces of work with the victim as agreed with the Victim Care Advocate within the victim's Cope and Recovery plan, such as support, information, advocacy and referral services

2. Main duties

- Take direction from an assigned Cope and Recovery Victim Care Advocate
- Provide timed and specific pieces of work with victims of crime alongside a Victim Care Advocate
- Support victims of crime at a suitable place which is convenient for the victim and has been agreed with the Victim Care Advocate
- Working to an agreed Cope and Recovery Plan with the victim and providing a professional and planned service
- Providing a victim-led approach to providing support where the victim's needs are prioritised according to a Cope and Recovery Plan agreed with the Victim Care Advocate
- Working in multi-agency settings with other agencies to provide a joined up service
- Advocating on behalf of victims with other agencies or in multi-agency meetings as directed by the Victim Care Advocate
- To work with the Victim Care Advocate to identify signposting and referral requirements for victims where we require a specialist service to work with us in our support of the victim or where our service is not, or is no longer, the most relevant for their needs

3. Travel requirements

- There will be a regular requirement to travel whilst volunteering in this role
- All agreed travel costs incurred whilst volunteering will be reimbursed in line with Victim Support volunteer expenses policy

4. Requirements

- To complete an enhanced DBS (Disclosure and Barring Scheme) check
- To undergo Non Police Personnel Vetting (NPPV) Level 2
- To commit to a minimum of two volunteering hours per week
- To complete the required e-learning modules and keep up to date with learning requirements
- To complete a minimum of three days of Core Training which could take place out of area
- To complete a minimum of a day's Humber & South Yorkshire specific training
- To participate in Case Management meetings with your allocated Victim Care Advocate
- To participate in regular supervision sessions with your allocated Victim Referral Liaison Officer
- To attend volunteer meetings
- To work within specified office hours
- To follow our lone worker and home visit procedures
- To comply with Victim Support's Policies and Procedures
- To have experience of using Microsoft Office, emails and other IT systems

5. Our commitment to you

- We will provide a minimum of three full days of Victim Support Core Training
- We will provide a minimum of half a day of specific Humber South Yorkshire Training
- We will provide access to e-learning and other training opportunities
- We will provide regular Case Management with a Victim Care Advocate
- We will provide regular support and supervision with a Victim Referral Liaison Officer
- We will discuss your personal development
- We will provide support to look at other volunteering opportunities within Victim Support
- We will reimburse reasonable and agreed costs incurred in carrying out the role
- Access to a local office to carry out administrative duties
- All volunteers have free access to the Employee Access Programme which provides free, confidential assistance with any work, personal or family issue

Person specification

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1. Knowledge

- An understanding of the values of Victim Support
- An understanding of the kind of issues affecting victims of crime
- Knowledge and understanding of Data Protection and Confidentiality
- Basic understanding of the principles of safeguarding

2. Skills and abilities

- Experience of using IT equipment
- Experience of using Microsoft Office or equivalent packages including email
- Ability to communicate appropriately with victims of crime
- Ability to communicate effectively with others
- A commitment to ensuring our service is accessible to all
- Friendly, reliable, approachable team player

3. Experience

- Experience of supporting people
- Experience of managing own time
- Experience of taking direction from others