

Role description

Role title: Humber and South Yorkshire Triage Volunteer

1. Purpose of the role

Triage is a team of Victim Care Advocates who work with cases which do not fall into the category of 'Enhanced' within the Victim's Code of Practice. These cases are more likely to require less complex case management, and will primarily be supported by telephone or online.

Triage are also responsible for receiving the bulk of referrals, both via the Police, other agencies and self-referrals and ensuring victims are routed to the appropriate source of support.

Triage are responsible for our LiveChat online support function.

As a Triage Volunteer, you will be managed directly by the Victim Referral Liaison Officer to provide support to the Triage Team.

2. Main duties

- To make outgoing phone calls to victims of crime as identified by the Triage Team
- To provide administrative support to the Triage Team including producing letters using the Case Management System
- Provide follow up calls with victims of crime as directed by the Triage Team
- Where identified, providing set information to victims about criminal justice processes such as court procedures
- Providing support to the Triage team by carrying out tasks on the Case Management system such as closing cases
- Carrying out specific administrative tasks as directed by the Triage Team or Victim Referral Liaison Officer

3. Travel requirements

- There will be a requirement to be based in Hackenthorpe, Sheffield 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 four volunteering hours per week
- Whilst the above requirement is a minimum, we would be especially interested in volunteers who could offer a full day per week, an evening shift (4pm -8pm) or a Saturday shift (9am-1pm). To complete a minimum of three days of Core Training if new to the organisation which could take place out of area

- To complete a minimum of a day's Humber & South Yorkshire specific training
- To complete the required e-learning modules and keep up to date with learning requirements
- To participate in regular supervision sessions with your allocated Victim Referral Liaison Officer
- To attend volunteer meetings
- To work within specified office hours which may include evening working
- To follow our lone worker procedures
- To comply with Victim Support's Policies and Procedures
- To have experience of, and confidence in, 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 a day of specific Humber South Yorkshire Training
- We will provide access to e-learning and other training opportunities
- 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
- Experience of an administration role would be an advantage