



Charity No. 1090895

- POST: Victim Support Volunteer
- LOCATION: Greater Manchester branches:
City of Manchester
- REPORTS TO: Branch Manager/Deputy Manager
- HOURS: A minimum of two hours a week – because of the nature of the work the actual hours worked are flexible.

Role

To help victims of crime and their families to come to terms with the emotional and practical problems which follow crime by providing free and confidential support, advice and information. (Please note, the role does not involve counselling victims of crime.)

Main Responsibilities and Duties

1. Receive details of victims referred to the branch and make contact with victims to offer support.
2. Arrange to visit victims in their own homes, at this difficult time, people often need:
 - Some one to talk to
 - Help to overcome the social/behavioural and practical effects of crime
 - Information on police and court procedure
 - Reassurance and emotional support
 - Help with insurance claims or advice in respect to criminal injuries compensation
 - Crime prevention advice
 - Contact with other local organizations
3. Keep a record and provide the branch staff with a report of all work undertaken with or on behalf of victims.
4. Consult with the branch staff to review the progress of referrals, particularly in cases where referral to another agency may be necessary.
5. Attend an annual appraisal, training events, regular volunteer meetings and supervision sessions.

6. Ensure that the branch staff are aware of your availability – giving reasonable notice of holidays.
7. Submit, on a regular basis, claims for travelling and other expenses in accordance with branch policy.
8. Involved in the process of electing a Volunteers' representative to the Local Support Group.

Experience and Skills

No previous experience of this type of work is necessary as training will be given. Additional training is available for volunteers who wish to work with people who have suffered serious crimes such as victims of sexual violence and families of murder victims.

You will need to

- Have good communication skills, in particular listening skills
- Be open-minded and non-judgemental
- Have the ability to exercise confidentiality
- Be able to work within the organisation's policies and procedures
- Promote equality and value diversity in all aspects of the work
- Be able to complete basic administrative tasks
- Possess good interpersonal skills
- Have the ability to get on with people of all ages, cultures and backgrounds

Rewards

In addition to comprehensive training, you will receive regular supervision and have the opportunity to meet with other volunteers and attend workshops and seminars. You will have the satisfaction of learning to deal with issues you may not have experienced before, you will also develop new and existing skills and qualities which will be useful in other areas of your life. Out-of-pocket expenses to cover costs such as telephone and travel will be provided together with insurance cover.

You will also be rewarded by seeing the difference your contribution to Victim Support & Witness Service can make to people whose lives have been shattered by crime.