

## Victim Support volunteer: role description

**Title:**  
**Victim Support volunteer**

**Reporting to:**  
**Local volunteer manager**

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### Overall purpose

Giving free and confidential emotional support and practical help to people affected by crime.

### Time commitment

We normally expect Victim Support volunteers to commit to be available for a minimum of two hours a week. Working times are flexible as appointments with clients can be made during the day, in the evenings (up to 8pm) or at weekends. You will also be expected to attend ongoing training and meetings.

### Typical tasks include

- Contacting people who have been victims of crime. This can be over the phone or through visits to their homes or another mutually agreed location.
- Clearly explaining the role of Victim Support in a way which encourages confidence in the charity.
- Communicating with people in a way that is appropriate for them.
- Helping people to explore how their experience of crime has affected their lives and to identify things which might influence their ability to deal with being a victim.
- Finding out what each victim's needs and wishes for support are. Letting them know their options and how to get the help they need.

- Exploring with the victim ways to help them overcome the emotional, psychological and practical effects of crime.
- Supporting people in dealing with the aftermath of crime for themselves. Assessing progress against this and agreeing further steps.
- Identifying situations where you cannot personally meet a victim's needs or are unsure about what to do and seeking support from your manager.
- Helping to arrange suitable referrals to other professional agencies, with the agreement of the victim and your manager.
- Liaising with staff to organise practical services for victims (such as lock fitting).
- Promoting the rights of the people you support, and respecting their diversity.
- Giving information about court and police procedures.
- Giving information and help with applications for compensation through the Criminal Injuries Compensation Authority.

# Step into volunteering



- Keeping your manager informed of both action and progress in each case you are supporting.
- Attending volunteer meetings, support, supervision and review and volunteer learning events as agreed.
- Contributing to effective team work.
- Keeping your manager updated with details of your availability, giving reasonable notice of holidays.

## Skills and experiences we are looking for

No previous experience of this kind of work is necessary. But we do look for:

- commitment to take part in our full volunteer core training
- good listening skills and the ability to communicate with a wide range of people
- the ability to empathise with others
- the ability to be impartial, non-judgemental and respect confidentiality.
- the ability to demonstrate a caring, supportive and mature attitude when dealing with crime victims
- willingness to carry out the tasks outlined in this role description
- willingness to work within Victim Support's policies, procedures and values.

## Training

Victim Support gives full training for our volunteers from the outset. We also give ongoing training through volunteer workshops and supervision. Further specialist training is available for those with an interest in other, more expert, areas of work.

## Expenses

We will refund the expenses you incur from working as a Victim Support volunteer.

Please note that all our volunteers are subject to a Criminal Records Bureau (CRB) check as a safeguard for the victims we help.