



## Job Description

### Section 1 - Job Details

Job title	Triage & Early Interventions Officer
May also be known internally as	
Business area (Region or Business Support)	Cumbria
Department/Team (if applicable)	
Reports to	Team leader - Triage and/or Senior Early Interventions Officer
Direct reports	NA
Job Location	Home Based (Cumbria)
Contracted or volunteering hours are agreed locally with line managers	

### Section 2 - Job Purpose

Ensuring the provision of individual assessment of impact and risk, within the framework of VS's Service Model.

Support will include providing resources, interventions, and information to all service users. In order to:

- support those affected by crime in understanding and asserting their rights and entitlements
- in understanding their journey through the criminal justice and legal systems including the Victims Code of Practice
- facilitating access additional services
- establish healthy coping mechanisms
- provide practical support and information

To provide high quality support to all victims and witnesses of crime, leading on completing initial impact and risk assessments that are comprehensive and holistic. Providing immediate and short term intervention via telephone to anyone impacted by crime.

### Section 3 - Main Responsibilities/activities

	Responsibility/ activity
1	Act as the first point of contact for clients referred in to the service, ensuring that comprehensive impact and risks assessments are completed and a tailored response to each client's needs is provided.
2	Ensure that agreed processes are used to contact victims of domestic abuse and sexual violence.
3	Carry a caseload of clients who require more immediate and short term interventions, referring on those with more long term needs either internally or externally. Ensure each victim receives an individually appropriate tailored support and information service that fully meets their needs, keeping complex needs central to all processes and decisions.
4	Ensure that support plans are developed with clients where appropriate.
5	Maintain accurate and confidential case management records and contribute to monitoring information for the service.
6	Provide accurate and timely performance information for internal and external use.
7	Work with the client and other statutory and voluntary agencies to address the identified needs.
8	Respond appropriately to safeguarding concerns including both child protection and vulnerable adult issues.
9	Ensure that all clients are aware of their rights under the Victim's Code of Practice and the Witness Charter.
10	To work alongside a team of staff (and volunteers where applicable) to reflect the diverse community and the needs of the victims, including those with particular vulnerabilities, utilising national and local resources to deliver individual, bespoke services with respect, dignity and sensitivity.
11	Comply and keep up to date with data protection legislation, confidentiality and organisational policies and procedures, as well as all legislation connected to your work.
12	Work as part of a team to ensure that all outcomes and KPI measures are met relevant to the local contract.

### Section 4 - Dimension of the role

Resources	Responsible for the proper use and safekeeping of VS assets within scope of role.
Staff/Volunteers	N/A
Budget	N/A
ISO	Undertake relevant actions and responsibilities according to the role assigned within ISO.

## Section 5 - Key deliverables

	Measures of success
1	Delivery of an effective and excellent service to victims in keeping with the contract requirement and service delivery agreements.
2	The successful implementation of all outcomes focusing on improving support to the most vulnerable. Also reducing repeat victimisation and increasing take up of service. Measuring user satisfaction as key indicators as part of a quality performance driven service.
3	Ensure victims are empowered along their recovery journey. Ensure support is appropriate to their needs.

## Section 6 - Competencies

Competency	Level required (see below)
Builds customer value	2
Drives performance	1
Communicates effectively	2
Embraces and drives change	1
Grows diverse, high performing teams	1

- Level 1: Roles which make an individual contribution to the business, without line management or process responsibility e.g. frontline reactive service delivery roles, telephone based support roles, administration roles
- Level 2: Roles with or without line management responsibility are responsible for a casework/ face to face service provision/ internal/external process and or people (including volunteers) e.g. SDM/ SSDM/First Line Managers of People or Process.
- Level 3: Roles with line management responsibility for people, normally front line / operational employees e.g. Area Manager/ Middle Management or National Lead/ professional roles with no direct line reports.
- Level 4: Roles which deliver a strategy; lead people and / or own a process directly influence senior leaders e.g. AD's/Heads of Department.
- Level 5: Roles in this area create strategy for the business e.g. CEO/SMT

## Section 7 - Learning & Development requirements

Foundation (mandatory)	Required to complete all mandatory foundation learning as per organisational policy
Multi-crime/Core (mandatory for operational roles)	Required to complete full Multi-Crime training modules
Introduction to Line Management (mandatory)	NA
Additional internal learning/courses	DA SV Mental Health First Aid Training, Hate Crime,

	Fraud Any other appropriate training
<b>Other professional training (details of training or qualification should be added. It should be noted that such requirements are subject to funding availability so consideration must be given to necessity to undertake the role)</b>	NA

## Section 8 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the Job)

*Essential criteria will be tested at application stage (A) and used to shortlist candidates for interview.*

Requirement	Essential	Desirable	Tested*
Demonstrate a good understanding and use of the English language both verbally and in writing Strong written and verbal communication skills	✓		A/I
Experience of delivering a service and working directly with clients in a statutory, voluntary or community work setting		✓	A/I
The ability to undertake impact and risks assessments and identify appropriate support	✓		A/I
Experience of working in an outcomes focused service		✓	I
Knowledge of the criminal justice system and the impact of crime		✓	A,I
Experience of safeguarding issues and legislation relating to both child protection and vulnerable adults	✓		A/I
Knowledge and understanding of Domestic Abuse processes and services		✓	I
The ability to manage a demanding workload and to meet a range of conflicting deadlines	✓		A/I
Experience of engaging with vulnerable victims of crime who may have complex needs		✓	A/I
The ability to identify, develop and maintain partnerships with all relevant external organisations	✓		A/I
Excellent telephone and IT skills required to use a database and undertake all administrative and reporting requirements	✓		A/I/T

Able to work effectively as part of a team but also to work independently in a variety of locations without direct supervision	✓		I
Clean driving licence, access to a vehicle and business insurance essential for some areas, for example rural locations (requirement will be discussed at interview)	✓		I

\*Tested - A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

## Section 9 - Additional Information and Requirements

- Key Contacts/Relationships**  
 Working with a number of agencies including (but not exclusively) Police, Social Services, Third Sector partners, NHS.
- Physical or mental demands**  
 Low physical demands, but high emotional/personal resilience required to manage casework demands.
- Travel**  
 The role is largely office based but there will be a requirement to travel to attend appointments with clients and to attend meetings and training events including rare overnight stays
- Unsocial hours**  
 There may be an occasional need to work outside core hours to meet the demands of the role.
- Confidentiality**  
 Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.
- Equality, diversity and inclusion**  
 Ensure all duties are carried out in a manner which promotes Victim Support's equality, diversity and inclusion policies.
- Health & safety**  
 Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.
- Safeguarding**  
 VS are committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all

staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required.

- **Digital skills**

Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, the Victim Support intranet, human resource and finance systems, case management system software and other bespoke VS software and applications.

*This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.*

Last updated January 2024