



## Service Delivery Volunteer Role Description

Victim Support is dedicated to supporting and empowering people affected by crime and Service Delivery Volunteers are at the forefront of the work that we do. They will provide emotional and practical support to service users both in person and over the phone or via video call. This support has a direct impact on a service user's sense of wellbeing and their recovery from crime.

### Section 1 - Details

|   |                                      |
|---|--------------------------------------|
| <b>Role title</b>   | <b>Multi Crime Service Volunteer</b> |
| <b>Business/Operational Group</b>                                   | <b>Multi-crime</b>                   |
| <b>Department/Team (if applicable)</b>                              | <b>North Wales</b>                   |
| <b>Person responsible for managing and supporting the volunteer</b> | <b>Caseworker</b>                    |
| <b>Role location</b>  | <b>Home Based - North Wales</b>      |
| <b>Number of hours per week/month</b>                               | <b>Minimum 3 hours per week</b>      |

Although you are under no obligation to do so, ideally you would volunteer within this role for a period of at least 12 months. This will help you get the most out of the experience and provide some consistency for the victims and witnesses that we support.

### Section 2 - Role Purpose

*Service Delivery Volunteers work alongside our staff teams to provide support to victims of crime helping them to move beyond crime via emotional and practical support both face to face and online.*

## Section 3 - Main Activities

This role will involve one or more of the following activities:

|   | Activity   |
|---|--|
| 1 | To provide emotional support and practical support to victims of crime over the telephone, online or face to face to help them recover and move beyond crime |
| 2 | Provide some administrative support to our teams to help them do more  |
| 3 | Specialise in certain aspects of crime types eg. Domestic Abuse, Homicide, Hate Crime, Fraud etc etc   |

## Section 3A - Specific Role activities

|   | Activities specific to this role include:                                     |
|---|---|
| 1 | Contacting victims of crime and helping them to overcome the effects of crime |
| 2 | Giving face to face support, where appropriate                                |
| 3 | Using IT to offer video calls or telephone support                            |
| 4 | Sending in reports to the line manager to keep records up to date             |
| 5 | Attending community events to help promote Victim Support                     |

## Section 4 - Role Objectives

|   | Measures of success   |
|---|---|
| 1 | Providing high quality support to enable victims to recover from the effects of crime |
| 2 | Enabling victims to move beyond the effects of crime                                  |
| 3 | To provide the services in a way that best suits the needs of clients                 |

## Section 5 - Competencies

| Competency                           | Level required (see below) |
|--------------------------------------|----------------------------|
| Builds customer value                | 1                          |
| Drives performance                   | 1                          |
| Communicates effectively             | 1                          |
| Embraces and drives change           | 1                          |
| Grows diverse, high performing teams | 1                          |
| Knows & grows the business           | 1                          |

These are adapted from the Victim Support Behavioural Competency Framework:

Level 1: Roles which make an individual contribution to the business

Level 2: Roles which are responsible for a process and or people

Level 4: Roles which lead people and / or own a process directly & influence senior leaders

Please note that competency levels 3 & 5 do not apply to volunteer roles.

## Section 6 - Learning & Development

|                            |   |
|----------------------------|---|
| <b>Foundation Learning</b> | Online modules on; Safeguarding, General Health and Safety, Fire safety, GDPR, Prevent, Equality Diversity & Inclusion<br>Cyber Security  |
| <b>Multi-crime</b>         | Online modules on; Recording Practice, Trauma Aware, Reflective Practice<br><br>6 workbooks covering; The impact of crime, crime awareness, How we work, Interventions & support, Expanding your skills<br><br>Training sessions on; Practical application & Pulling it all together. |

*All learning should take approximately 12 weeks to complete.*

## Section 7 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the role)

| Requirement   | Essential | Desirable | Tested* |
|---|-----------|-----------|---------|
| Excellent communication skills  | x         |           |         |
| Ability to communicate via telephone, face to face, video calls and/or Whatsapp | x         |           |         |
| Knowledge of the Criminal Justice System  |           | x         |         |

\*Tested - A (application), I (interview), T (test or Assessment)

## 8. Key Contacts/Relationships

Volunteer Manager  
Staff & volunteers  
Service Users

## 9. Any other relevant information

- 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.

- **DBS**  
Background checks and Disclosed Barring Service checks will be required for this role.
- **Digital**  
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 document is not intended to be legally binding and there is no intention to create any employment relationship, either now or at any time in the future.

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