



VOLUNTEER PROFILE

PROFILE

Are you passionate about helping people?

Do you want to make a difference in your community?

Do you want to be part of a team, committed to making a difference?

If yes, we'd love to have you as part of our team!

VICTIM SERVICES - VOLUNTEER ROLE DESCRIPTION

DETAILS OF RESPONSIBILITIES:

- Contact victims of crime by telephone to offer emotional and practical support following an offence
- Undertake face to face contact with victims of crime in their own homes/a neutral venue and provide emotional/practical support
- Conduct a thorough assessment of victims needs utilising a standard needs assessment tool
- Identify additional support needs for victims of crime and refer to specialist services with consent
- Aid victims of crime to jointly develop a support plan to address individual needs identified
- Work in close partnership with the Police, Restorative Justice, Witness Care and Witness Support Teams
- Promote and raise awareness of Restorative Justice with victims of crime and refer suitable cases to the RJ team



- Provide support to victims of crime to complete Criminal Injuries Compensation Authority (CICA) forms
- Identify ongoing training needs for self and source training with approval from the Volunteer Officer
- Comply with The Victims Code of Practice 2015
- Ensure Remedi systems and procedures are always maintained
- Comply and ensure compliance with all Remedi policies
- Ensure the strict adherence to all legal requirements relating to Remedi work, i.e. Equal Opportunities, Data Protection and Confidentiality and Safeguarding
- Comply with the lone working procedure at all relevant times
- Attend volunteer/staff group meetings
- Attend 1:1 supervision
- Fully support the promotion and expansion of Derbyshire Victim Services in communities
- Always represent and promote REMEDI in a professional manner
- Record all contacts in a timely manner
- Complete reports when requested

Remedi are committed to safeguarding children/young people and vulnerable adults. You will be required to undertake training to support with this and complete DBS/police vetting where required.



YOU WILL BE...

A representative of the community: We are looking for people from all backgrounds and all walks of life, we recognise that the best people to help others within a community are those that are already a part of it.

Friendly, engaging and approachable: Listening and responding to what is being said so that people feel supported, valued, and cared for is an essential part of this role.

Motivated and driven: This is an extremely rewarding experience, where you can potentially change people's lives in a positive way. You will need to have empathy and be driven by helping people to become the people they can and want to be.

BENEFITS

- You will be part of a passionate and committed team which will provide you with support and development throughout, including group and individual supervision
- You can have a positive influence on your own community and be part of creating real and lasting change
- The experiences and training we provide can open the door to a wide range of future opportunities
- All volunteer-related expenses are fully covered whilst volunteering with us