# 

# VOLUNTEER ROLE DESCRIPTION

**DETAILS OF RESPONSIBILITIES:**

* To contact victims of crime by telephone to offer emotional and practical support following an offence (This will involve evening and weekend contact)
* To undertake face to face contact with victims of crime in their own homes/ a neutral venue and provide emotional/practical support (This will involve evening and weekend contact)
* To provide out of hours telephone support on a rota basis (5-8pm Mon-Fri and 9-1pm Saturday)
* To conduct a thorough assessment of victims needs utilising a standard needs assessment tool
* To identify additional support needs for victims of crime and refer to specialist services with consent
* To provide assistance to victims of crime to jointly develop a support plan to address individual needs identified
* To work in close partnership with Derbyshire Police, Restorative Justice, Witness Care and Witness Support Teams
* To promote and raise awareness of Restorative Justice with victims of crime and refer suitable cases to the Derbyshire RJ team
* To provide support to victims of crime to complete Criminal Injuries Compensation Authority (CICA) forms
* To identify ongoing training needs for self and source training with approval from your line manager
* To comply with The Victims Code of Practice 2015 and the EU Directive on Victims of Crime
* To ensure Remedi systems and procedures are maintained at all times.
* To comply and ensure compliance with all Remedi policies
* To ensure the strict adherence to all legal requirements relating to Remedi work, i.e. Equal Opportunities, Data Protection and Confidentiality and Safeguarding
* To comply with the lone working procedure at all relevant times
* To attend group meetings every 6 weeks (Minimum attendance of 5 per year)
* To attend 1:1 supervision twice a year
* To pro-actively promote the service locally.
* To fully support the promotion and expansion of Derbyshire Victim Services in communities.
* To represent and promote REMEDI in a professional manner at all times.
* **To record all contacts in a timely manner.**
* **To complete reports when requested.**