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**JOB PROFILE: *Hate Crime Support Worker***

**Are you empathetic?**

**Are you motivated to support both victims of crime and offenders?**

**Do you want to help people change their lives for the better and move forward after crime?**

**If so, we want to hear from you…**

**PROFILE**

The role of a Hate Crime Support Worker in West Midlands involves working with people affected by Hate Crime.

Working with Victims: You will be required to make initial contact with victims on a daily basis, and then provide support online, via phone and in person when requested. You will provide emotional, practical and personal support by creating an individualized support plan, which is bespoke to their individual needs within a few days after the Hate Crime has taken place. The aim of your role will be to support the service user with any needs they have since the incident/offence, support them through the CJS process, provide them relevant information about the CJS, signpost and refer them onto suitable bespoke support agencies, provide emotional, practical and personal support on a regular basis, and help the victims feel able to cope and recover, and be more confident to report any further incidents or offences of Hate Crime.

You will also support the service manager in promoting the service across the West Midlands area. This will be through online briefings and building relationships with partner agencies to maximise referrals being made into the service, delivering training and awareness to professionals and our bespoke Hate Crime Awareness package to service users.

The skills and qualities you will need to do the job well are:

**Communication** - Your first contact with people will be via a telephone call, so being able to engage with people over the phone is vital. The role requires a lot of daily partnership working with police and support services across West Midlands, this will take place both through face to face, online meetings and over the phone. Developing and maintaining professional and positive relationships with service users and the partner agencies we work with is essential and you must be confident and motivated to strive for this in your role.

**Flexibility-** Working with people requires a flexible approach to ensure they are seen at times convenient to them; this can involve working evenings and weekends. In return, we don’t expect you to work a rigid 9-5 Monday-Friday working week. You will have the flexibility to manage your diary effectively, working on a hybrid model of working from home, attending appointments with victims and offenders across West Midlands, and working remotely from your laptop and phone.

**Motivation-** You are going to be working remotely as part of this role. It is not the type of job where you are going to be sat at a desk all day with your manager down the hall. You will have to work on your own initiative and make judgements that take into account the needs of the people you are working with, your own workload and the specific contract requirements. You will be busy at all times and need to be the kind of person who is motivated by this and works well with a high case load of service users, and at the same time takes pride in their work and works to the required high standards set by Remedi. There will be expectations on the amount you have on your case load each week. We want you to be the type of person that will see this as a challenge you want to meet because when it is achieved, lives are changed.

**IT Capable -** We want you to spend the majority of their time working with people. There is however a responsibility to record information accurately and promptly on our secure Case Management System. As a result, it is essential that you are proficient in using:

* Email
* Electronic calendar
* Word
* Excel

Recording the work is a vital in showcasing the great work you will be doing and is often a contract requirement.

**Safety -** We want you to work safely in all aspects of your role. This will mean following our own internal policies and procedures and will require you to consider safety in relation to the following aspects:

* + Safeguarding
  + Lone Working
  + General Data Protection Regulations
  + Confidentiality

**WHAT TO EXPECT**

The role is to cover West Midlands, so expect to travel when appointments are not undertaken remotely. You will need to be able to drive and have access to your own vehicle.

You will have Team Meetings and Wellbeing Afternoons once per month, to ensure you have time with the West Midlands Team.

We will provide:

* Full training
* A laptop and mobile phone
* Line management support and guidance
* The role requires Enhanced DBS Clearance
* 35 hrs per week
* Starting salary £21,840 rising to £25,000 at the end of Year 2 in role
* 6% employer pension contribution
* 26 days leave per annum plus bank holidays
* Funding for this role is only until 31st March 2025