Job description

Job title: Victims Services Case Manager

Service Area / Function: Victims Services in Hampshire and Isle of Wight

Job Location: To be advised

Reporting to: Deputy Contract Manager

Responsible for: Volunteers (20 - 40)

1 Purpose of the job

To provide an effective and high quality service to Victims of Priority Crime, as defined by the Code of Practice for Victims of Crime and to ASB victims, by undertaking tailored one-to-one support and by managing volunteers who similarly provide support, emotional and practical help to victims of crime and ASB.

2 Main responsibilities

Performance

- Deliver excellent services which support the Police and Crime Commissioners (PCCs) and their service goals to victims
- Ensure victims receive a tailored support plan that fully meets their needs
- Risk assess victims on an ongoing basis and refer to appropriate support and safeguarding processes as required
- Ensure compliance with Victim Supports’ National standards and volunteering strategy.
- Demonstrate positive behaviours which reflect our policies and values

Change, Challenge and Improvement

- Identify barriers to individuals accessing our services and investigate solutions
- Report on the effectiveness of relationships with partners with a view to improving services delivered by Victim Support
- Support service delivery developments and income generation opportunities to promote our service and objectives

Managing People & Teamwork

- Carry out effective recruitment and management of volunteers, assessing their competence to practice using national guidelines.
- Develop and address volunteer performance, training and development needs, providing regular supervision and support in line with national procedures.
- Develop and maintain internal and external working relationships and promote effective communication between volunteers, staff and other stakeholders to meet victims’ needs.
- Manage and resolve complaints made about and by volunteers to a satisfactory conclusion.
3 Tasks

- Determine the most appropriate method of support for referred victims taking account of known risks and best practice in relation to their needs
- Complete needs and risk assessments following Victim Service Operating Procedures
- Ensure appropriate support is provided to referred victims and review support plans regularly
- Set up and maintain administrative tools as appropriate to the service
- Maintain the security of databases, manual/electronic files and records
- Attend any meetings as required to fulfil the role
- Maintain a good knowledge of the local area, local voluntary groups, statutory agencies and their service
- Produce management information and progress reports as required
- Develop local key relationships to enhancing partnership working and identify potential funding opportunities

4 Generic responsibilities

Learning, Development and Training
- Renew and enhance direct report team skills and maintain own professional development.

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 & Environment
- Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.

Data Protection
- 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 Data Protection Act.

Other Duties
- Undertake any other duties as required.

5 Key Deliverables – Measures of success

- Provision of individual and appropriate high quality support to victims, ensuring that they complete their journey through the criminal justice system where necessary and access additional support services
- Ensure service delivery standards are maintained at all times
- Achievements of objectives as defined in annual performance review
- Positive feedback from victims through Service User Surveys and Beneficiary Panels

6 Travel

- Travel will be required to meet the needs of victims and to fulfil the role, including occasional travel outside of the contract area for operational and organisational meetings

7 Unsocial Hours

- There may be an occasional need to work outside core hours to meet the demands of the role. This is expected to be completed within flexible working arrangements