**Victim Support**

Job Description

Job Title: Homicide Service Support Worker

Band: 7

Salary: £17,400

Reporting to: Homicide Team Leader

1. Purpose of the job
* Provide high-quality administrative support to the Homicide team to assist them in their role to deliver a premium service to people bereaved by homicide
* Organise and administer commissioned services in accordance with Victim Support’s Homicide Service Delivery Model
* Undertake direct telephone contact with bereaved people when they are unable to contact their caseworker
1. Main Duties
* Receive referrals of bereaved people from police Family Liaison Officers (FLOs) and other referral routes, and transferring referral information onto the Case Management System (CMS) for allocation by the Team Leader
* Organise commissioned services for bereaved people identified by caseworkers
* Manage referrals of bereaved people to other organisations where this has been identified by a caseworker, recording actions taken, following up with the referred organisation to ensure that the service has progressed, and effectively communicating progress re commissioned services with the relevant caseworker and team leader
* Provide sensitive and helpful telephone support to bereaved people when they are unable to reach their named case worker
* Ensure all contacts and actions progressed with bereaved people and other organisations are managed and recorded securely and appropriately on CMS in accordance with the *Confidentiality and data protection policy*
* Manage the homicide team diary including making appointments for caseworkers and making travel arrangements as appropriate
* Ensure that correspondence and telephone enquiries are dealt with in a timely manner and with high levels of sensitively where they involve direct contact with bereaved people
* Assist caseworkers with Criminal Injuries Compensation Authority (CICA) work including maintaining records and undertaking follow calls to CICA
* Manage practical tasks such as liaison with funeral directors
* Set up and maintain the directory of relevant local and national organisations
* Provide information and guidance to external agencies about the services provided by the team
* Develop productive working relationships with colleagues and stakeholders
* Ensure that statistical information is kept and made available when required
* Support the monitoring and evaluation of the service as required
* Participate in the forward planning and development of the service and resources
* Attend and take minutes at meetings as appropriate
* General office duties e.g. photocopying, filing, stationery ordering
* Manage personal resources and own professional development
* Promote equality and value diversity
* Undertake other activities as required
* Promote a health and safety culture within the workplace
1. Generic Responsibilities
* Manage personal resources and own professional development
* Ensure all duties are carried out in a manner which promotes Victim Support’s equality and diversity policies
* Undertake other activities as required
* Promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend training courses as required
* It is essential that information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons
* Ensure all information is maintained in accordance with the Data Protection Act
* Undertake any other duties as required
1. Travel
* There will be a rare requirement for travel
1. Unsocial Hours
* There is no requirement to work unsocial hours.

*This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed*

Person Specification

Job Title: Homicide Service Support Worker

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Knowledge and Experience:

1. Experience:

* Developing and maintaining administrative systems **(s)**
* Working in an office environment involving substantial contact with people outside of the organisation **(s)**
* Voluntary sector or support agency environment
* Handling sensitive telephone calls (or other communications) confidentially, efficiently and effectively

2. Knowledge:

* How bereavement and violent crime impacts on people
* Understanding the sensitivity required to provide a support service to people bereaved following violence
* Principles of confidentiality including data protection
* Office systems and procedures

Skills and Abilities:

3. Skills and abilities:

* Communicate effectively - verbally and in written form
* Use generic IT applications - Microsoft Office
* Gather, analyse and use information and evidence from different sources **(s)**
* Balance competing needs and interests **(s)**
* Promote an organisation’s interests and values
* Build and sustain relationships **(s)**
* Solve problems

(S) = Shortlisting criteria: 5