

Citizens in Policing Service Volunteer (CiPSV)

VICTIM CARE VOLUNTEER FOR SIGNPOST HUB

Task Description

The following description highlights several activities volunteers may undertake within the Signpost Hub. This list is not exhaustive, but aims to provide an overview. This is not an advert for, or offer of, employment.

Location: to suit the volunteer's geographical availability, across Bedfordshire and Luton

Hours: as mutually agreed, within the opening hours of Signpost for Bedfordshire (Monday to Friday 8am to 8pm, and Saturdays 9am to 5pm)

Training: To suit the role, which will include mandatory learning and induction as identified

Skills and Experience: The following are key attributes for volunteering within this service. These are not aimed to preclude anyone from volunteering, but to highlight the importance of particular skills and experience when working with victims of crime. These include:

Essential

- Core skills including listening, empathy and the ability to remain impartial and non-judgemental when working with vulnerable people, and the ability to understand the impact of crime;
- Work diligently keeping the victim at the heart of the service we provide, working to clear boundaries, follow instructions regarding personal safety, and maintain confidentiality;
- A good standard of appropriate written and verbal communication, being able to correspond over the 'phone, via email and face to face. This may include some knowledge of IT packages including use of email, and to be able to compile comprehensive reports following victim contact;
- Feel comfortable and confident approaching staff for help when managing challenging situations, and offering ideas and suggestions around quality of service;
- To be reliable, with a good record of timekeeping
- Embrace diversity and promotes inclusion within the local community
- To be able to follow Hub policies and procedures designed to serve the public interest

Optional (training provided):

- Attend events to represent Signpost Hub, including events which support local partner agencies
- Receive additional training including Restorative Justice, and conducting surveys
- Offering solution-focused approaches which empower victims to overcome the emotional, psychological and practical effects of crime