

Job Title: Volunteer (Victim Care)

Location: Police HQ, Stanborough Road, Welwyn Garden City

Hours of work: Flexible

Reporting to: Vulnerable Victims Case manager

DBS Level: Enhanced

Beacon is Hertfordshire's Victim Care Centre and is staffed by professionals from both Hertfordshire Constabulary and Catch 22, an independent organisation commissioned to support victims of crime in Hertfordshire.

Purpose of the role

- To provide Victim Care support to the Beacon service.
- To help promote the service and enhance positive relationships with new/existing clients and third-party organisations.

Role description

- Supporting Case Managers and senior management with initial contact calls.
- Carrying out client surveys.
- Supporting Case Managers on initial visits.
- Attending community events and promoting the service.
- Engaging with third-party organisations, creating positive referral pathways into the service.
- Peer support groups.
- 'Step down' service for existing clients.

Training and Development

Volunteering with Beacon will provide you with:

- A great opportunity to develop your skills and gain work experience.
- An excellent induction and learning opportunities to help you develop and grow within the role.
- Clear standards that are required to carry out your role and providing you with the support to achieve these.
- Regular training opportunities.
- Ensuring you have regular supervisions with your line manager, ensuring your views, contributions and voices are heard.

Commitment

The role requires a minimum of 1-2 hours of office support per week, but we are open to flexibility should there be a requirement. As a Victim Care Volunteer you will be expected to work within the Catch22 Values and maintain a high standard of practice and the need to follow confidentiality is essential.

You need to be over 18 to apply.