

Work with us

Role: **Victim Care Co-ordinator** (south)



Salary: up to £22,326 (pro rata)

Hours: 30 hours per week

Contract: Fixed term contract

Location:

Working across geographically determined areas in South Staffordshire, working agilely from partnership venues within that geographical boundary. Hybrid working arrangement. Applicants may be expected to work some unsociable hours including evenings, weekends and Bank Holidays.

* flexibility to work between the hours of 8.30 am and 6 pm daily and between Monday to Saturday

The Role

Staffordshire Victims Gateway and Restorative Justice Service provides information, advice and or practical and emotional support to victims of crime to help them **cope** and **recover** from their experience and to exercise their rights as determined by the Victims Code.

The Victim Care Coordinator (VCC) will undertake casework with victims of crime across Staffordshire referred into the service. Includes Face to Face support and home visits

- Listen to victims of crimes and help them decide what resolution they require.
- Complete both assessments of a victims needs and risk and develop support and risk management plans
- Provide effective and high quality specialist casework support to victims of crime to enable them to cope and recover from their experience
- Liaise/ co-ordinate responses from other agencies
- Network with agencies –at practitioner level
- Assist Victims to exercise their rights under the victims Code
- Support victims through Police Investigation/Court process
- Facilitate Victim led Restorative Justice interventions
- Liaise with other Criminal Justice partners including the police on behalf of

victims

- Facilitate effective introductions and onward referrals to other services
- Advocate on behalf of victims both individually and collectively, for improvements in services and support where gaps or weaknesses are identified
- Work agilely within a geographical area and within partnership premises

What's in it for you?

Working for a well respected charity that makes a real difference to people's lives. The role provides a unique insight into the issues facing our local communities and being a part of improving local people's lives is very rewarding.

We truly value our colleagues - and we show that in what we offer. These range from hybrid working arrangements and generous leave entitlement including bank holidays, and the opportunity to enrol in a workplace pension scheme with NEST. We also offer great learning and development opportunities.

What are we looking for?

We want to work with people who are passionate about giving an effective service to those most in need.

You will be a highly motivated strong team player with excellent interpersonal skills. People are our biggest asset, so we build our jobs around you.

Due to the nature of the work post holders will be subject to DBS checks and Enhanced Police Vetting Checks.

How to apply:

For further details and to download a job pack, please see

www.citizensadvicessw.org.uk/work-with-us

Send your CV to recruitment@citizensadvicessw.org.uk

Closing date: 5.00pm 24 November 2023

If you like working in a dynamic, diverse and friendly environment to support the local community, we would love to hear from you.