

<b>Grade</b>	Scale 3
<b>Department</b>	The Office of the North Yorkshire Police, Fire & Crime Commissioner (OPFCC)
<b>Line Manager</b>	Supporting Victims Team Leader
<b>Scope</b>	<p>The Victim Care Coordinators provide telephone support for anyone affected by crime, whether reported or not, including victims, bereaved relatives, those under 18 with consent, parents or guardians of victims under 18 and members of staff where a business has been a victim of crime.</p> <p>Victim Care Coordinators identify the needs and any support that can be provided on a bespoke basis to individual victims over the phone. This can include discussing a range of practical and emotional support available for victims, referring them to specialist commissioned services such as counselling or Restorative Justice or to a case manager who can meet with them face to face. If necessary VCCs also help victims access support provided by wider organisations.</p> <p><b><u>Location</u></b></p> <p>Athena House, York Agile Working</p> <p><b><u>Working Patterns</u></b></p> <p>Standard Office Hours</p>
<b>Special Conditions</b>	<p>Security vetting procedures for the post (RV)</p> <p>Medical clearance procedures for the post (standard)</p> <p>The post occasionally involves work outside normal working hours</p> <p>Occasional requirement to work in different locations</p> <p>Requirement to undertake refresher training as and when required</p> <p>Need to attend external meetings/conferences/workshops as required</p>

<b>Main Responsibilities:</b>	<p>Manage a daily cohort of victims who have been 'crimed' by NYP within the last 24 hours and prioritise victims for contact</p> <p>Contact victims in line with the assigned priority and in accordance with appropriate contact methodology.</p> <p>Manage victim's immediate emotional and practical service needs, where necessary.</p> <p>Undertake more detailed assessment with those victims who require support on contact</p> <p>Contribute towards risk assessment processes</p> <p>Use safe contact methods with all victims respecting confidentiality, follow agreed processes for contacting victims of sexual violence, domestic violence, people bereaved by homicide and young people and children</p> <p>Liaise with NYP and other partner agencies in order to support victims most effectively</p> <p>Record all action taken accurately in relation to individual victims on the Supporting Victims Case Management System</p> <p>Make appropriate referrals to our Specialist Commissioned Services or other services as appropriate, with victim consent</p> <p>Deal with external Referrals from the Supporting Victims website, by phone, or from other agencies</p> <p>Alert a line manager to any problems that cannot be readily resolved</p> <p>Ensure that national standards and procedures are observed (Code of Practice for Victims of Crime, EU Directive and NYP Policies and Procedures), particularly those relating to safe practice, confidentiality and information sharing and comply with legal, regulatory, ethical and social requirements</p>
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	<p>Keep up to date with the types of practical and emotional support that is available to victims in order to help them access the best services in order to cope and recover from the impact of crime.</p> <p>Participate in local debriefing with line management.</p> <p>This job description indicates the key responsibilities of the post and does not restrict the post holder from performing other duties commensurate with the grade of post.</p>
<p><b>Essential Skills, Experience and Qualifications:</b></p>	<p><b><u>Essential</u></b></p> <p>Experience of working in a Customer Service Environment</p> <p>Ability to communicate effectively, verbally and in written form, including excellent telephone skills</p> <p>Ability to deal sensitively with challenging and emotionally charged situations</p> <p>Highly Computer literate and experienced in Microsoft Office particularly Excel</p> <p>Able to work collaboratively and as part of a team</p> <p>Ability to work flexibly</p> <p>Ability to problem solve</p> <p>Ability to work in partnership with wider departments / agencies</p> <p>Manage work in a professional way while meeting targets and deadlines</p> <p>Understand the importance of confidentiality and data protection</p> <p><b><u>Desirable</u></b></p> <p>Understand or have knowledge of police, victims, criminal justice environment</p> <p>Call centre experience advantageous</p>

Role title	Victim Care-Co-Ordinator
Date Created	May 2017
Date Graded	August 2022
Last updated	July 2022

PPR role profile	NYP Level 1 Police Staff RP
Career Progression Plan	No