

Role Profile and Person Specification

Role title:	Victims and Witness Volunteer Advocate	Leadership stage:	1
JRN:	20856	Job family:	
Band:	Volunteer	Location:	Location Based
Allowances:	As per contract	Politically restricted:	No
Department:	CJU, Custody, Crime Departments	Vetting level:	NPPV2
Reporting to:	NVWS PSV Lead	Date Published:	May 2023
Posts responsible for:	None		
Job Description			
Overall purpose of the role:			
To provide confidential, low-level emotional support to victims of crime via telephone or face-to-face contact where necessary, to support victims' ongoing recovery and emotional needs.			
Key responsibilities:			
1	Provide support via telephone and have face to face engagement with victims of crime – in their own home, or in an agreed location.		
2	Be a listening ear and provide emotional support and care, based on the individual needs of victims.		
3	Liaise with our Northumbria Victim and Witness Service (NVWS) Coordinators to ensure the right support services are in place and provide updates regarding information shared, support provided, and outcomes achieved.		
4	Provide support that may range from a one-off contact to support through the whole criminal justice system and beyond.		
5	Develop your knowledge of local and national services, utilising and contributing new organisations to the NVWS directory of services where appropriate.		
6	Carry out your role with a non-judgemental attitude, upholding the NVWS Equality, Diversity and Inclusion.		
7	Utilise the DutySheet platform (online volunteer management system) to log volunteer duty hours, communicate with the NVWS Lead and SPOCs, and respond to organised events.		
Scope of contacts			
Internal / External relationships:			

Role Profile and Person Specification

Internal: NVWS PSV Lead/SPOCs, and the CiP team.

External: Victims of crime, members of the public, and contacts.

Competencies and Values

National competencies and values framework (NCVF)

Continuous Professional Development (CPD) The first 6 months

First 6 months

1	Core Training.
2	
3	
4	

12 months and beyond

5	Domestic Violence Awareness and Support Training.
6	Hate Crime Awareness and Support Training.
7	Sexual Violence Awareness and Support Training.
8	

Person Specification

Criteria	Essential	Desirable
Qualifications, knowledge and experience		
Planning and organising	Good time management and organisation skills to ensure that volunteering commitments	

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	fit around work and personal life.	
Problem solving and initiative		Evidence of ability to think critically, consistently looking beyond the obvious and exploring alternatives.
Management and teamwork	Ability to build strong working relationships.	
Communicating and influencing	Ability to communicate information clearly and succinctly, both verbally and in writing.	