

## **Role Definition**

**Post Title:** Victims First Co-ordinator

**Line Manager:** Victims First Supervisor

**Staff Responsibilities:** None

**Purpose:** Provide single point of contact for victims of crime identified as having needs, develop personalised cope and recovery plans and co-ordinate support for victims and witnesses in accordance with the Victims Code and their personal situation, circumstances and needs.

## **The person**

As a Victims First Coordinator you will be the first point of contact and your role will be to ensure victims are updated and supported throughout the process. You will assess the needs of individuals and tailor support packages which identify with the specific needs of each case.

You will build local knowledge of what services are available and we will look for you to proactively identify any gaps in service to inform future provision.

In order to keep the victim at the heart of this service it is essential that you:

- have a passion for delivering the highest standards of customer care and Service
- take personal responsibility and show resilience when dealing with difficult circumstances
- have excellent communication skills, in particular, empathic listening
- demonstrate the ability to effectively engage with a range of individuals and groups in multi-agency environment
- can demonstrate initiative and innovative solutions to ensure victim satisfaction
- are confident in the use of systems to allow you to maintain accurate records in line with the victims hub framework

## **Key Responsibilities:**

1. Create, develop and update personal care and recovery plans for victims of crime by researching and assessing their needs and agreeing appropriate support and information to help a victim cope and recover from the impact of crime.
2. Liaise with specialist staff, victim care partners, volunteer services and third party service providers, referring victims and co-ordinating services to ensure a victim receives the practical and emotional support they need to cope and recover.
3. Monitor the progress of crimes and provide information and advice to victims about their crime within specified timescales, including notification of arrests, court cases and outcomes to ensure a victim is supported throughout the life of a case.
4. Maintain effective communication with associated witnesses to improve witness's confidence and ensure appropriate measures are in place at court to assist vulnerable victims and witnesses with needs.
5. Maintain records of contact, information received and action taken to ensure accurate and up to date information and statistics are available.

6. Develop personal exit plans and assess outcomes of Victims First services to ensure victim satisfaction and continuous improvement of service.
7. Liaise with victim and offender to discuss Restorative Justice Interventions, planning and preparing a Restorative Justice intervention where appropriate including liaison with partner agencies and undertaking risk assessments to ensure the safety of parties.

*The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.*