



Victims' First Emotional Support Service - First Responder

Job Description

Thames Valley Partnership is an established registered charity of 25 years operating a range of support programmes across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire. The Victims First Emotional Support Service (VFESS) is one of these services, offering support to victims. The programme works closely with the Victims First Hub (operated by the Office of the Police and Crime Commissioner for Thames Valley) as this is the main route for victim referrals into the VFESS service.

Role Title: Victims' First Emotional Support Service - **First Responder**

Postholder Reports to: the Victims' First Support Service Manager

Role: This is an administrative based role which has a key co-ordination, first response function for the VFESS programme. The First Responder receives all contacts from the Victims' First Hub and Victims themselves and refers on within short timescales to other members of the team and to other specialist services, ensuring clients are kept updated with the process of their referral. They are also responsible for overseeing and monitoring the case management system, including the regular production of performance reports. The lynchpin of the team, this role will ensure the efficient working and throughput of cases to ensure Victims receive an effective and timely service.

Key Tasks:

- To accept referrals from the Victims Hub (and other sources including self-referrals) developing close working relationships to ensure prompt exchange of information
- To ensure meaningful contact is made with Clients within 48 hours.
- To refer onto VFESS Caseworkers covering the geographical area the client lives in.
- To manage the referral data base, make initial decisions on prioritisation (in consultation with Manager if necessary) log data received and action taken.
- To maintain regular and timely contact with the Service Manager for monitoring and reporting on time frame targets and attempts to contact.
- To oversee the Case Management System and produce Performance Management Reports at the request of the Service Manager.
- To manage the flow of referrals, informing Manager of peak pressures.
- To provide back up when VFESS Caseworkers lack the capacity to respond within expected timeframe.
- To oversee volunteers who will be recruited to support this role and admin processes
- To develop a Victims' Directory of Services and ensure timely onward referral to specialist and other services

Person Specification

Skills, Knowledge and Abilities

Essential

- Excellent verbal and written communication skills – and confidence in dealing with a wide-range of people on the telephone
- Strong administrative and organisational skills
- A wide knowledge of Victims' Services
- Ability to collect and share information effectively
- Ability to work effectively as part of a team
- Wide knowledge of social media and office/administrative IT systems.
- Excellent IT skills and understanding of case management systems
- Ability to handle and manage data
- Ability to keep regular and up to date records/client contacts when working under pressure
- Skills and knowledge necessary to work effectively with staff from other agencies.

Personal Characteristics

Essential

- Flexible thinker with a concern to promote positive change and innovation in service delivery
- An ability to demonstrate commitment to anti-discriminatory practice
- A people-centred approach
- Commitment to Continuous Professional Development and Learning

Other

- Required to travel within and outside of Thames Valley on occasions
- Be free from any medical condition which would prevent you from doing the job
- Be free from any criminal conviction which would conflict with the responsibilities of the post
- Be able to deal with all information on a confidential basis.

Thames Valley Partnership is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974