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**JOB PROFILE: Initial Assessment Victim Worker**

**35 hours (Nottinghamshire)**

**PROFILE**

Are you empathic and caring?

Do you want a job that makes a positive change to people’s lives?

Do you want to help people be the people they can and want to be?

**If yes, then we’d love to hear from you**

The Initial Assessment Victim Worker role will involve:

* Responding to and inputting live daily referrals into a secure case management system
* Assessing and triaging referrals
* Undertaking initial assessment calls with vulnerable and priority victims
* Identifying needs to help develop support plans.
* Providing short term emotional and practical support
* Completing risk assessments to manage any risks identified and responding to safeguarding concerns.
* Signposting and liaising with external agencies to support wider needs.
* Supporting Nottinghamshire Victim Care helpline

The skills and qualities you will need to do the job well are:

**Communication** - As an initial assessment victim worker, listening and responding to what is being said, so that people feel supported, valued, and cared for is an essential part of this role. There is an expectation that your contact with people will be via a telephone call, so being able to engage with people over the phone and identify support needs is vital.

**Partnerships –** You will be regularly liaising with partner agencies to manage risk, safeguard, and signpost individuals to meet needs identified. The ability to build networks and relationships is therefore key to your role.

**Flexibility-** Working with people requires a flexible approach to ensure they are contacted at times convenient to them; this can involve working on evenings and weekends. In return, we don’t expect you to work a rigid 9-5 Monday-Friday working week. You will be expected to manage your diary effectively to maximise contact.

**Motivation-** The role is extremely rewarding and can leave you with a high level of pride; to know you have potentially changed someone’s life is hugely rewarding. You will be required to undertake a minimum number of initial assessments calls each day to ensure we are meeting contract timescales and the Victims Code Of Practice (VCOP). This will require self-motivation, organisational skills and time management.

It is not the type of job where you are going to be sat at a desk all day with your manager next door. You will have to work from your own initiative and make judgements that consider the needs of the people you are working with, your own workload and the specific contract requirements.

**IT Capable-** As an Initial Assessment Victim Worker, your role will include inputting victim data into our bespoke case management system. This data is to be recorded accurately and promptly, as a result, it is essential that you are proficient in using:

* Email
* Electronic calendar
* Word
* Excel
* Microsoft TEAMS/Zoom

Recording the work you deliver is vital in showcasing the amazing work you will be doing . We have a bespoke case management system that you will be fully trained in during your extensive induction period.

**Safety-** We want you to work safely in all aspects of your role. This will mean following our own internal policies and procedures and will require you to consider safety in relation to the following aspects:

* Safeguarding
* Lone Working
* General Data Protection Regulation
* Confidentiality

**WHAT TO EXPECT**

We strive to create balance between working from home and working collaboratively with colleagues.

You will have a line manager who you will meet individually at least once a month and they will also be available during the week to provide support and guidance.

We will provide:

* Full training
* A laptop and mobile phone
* Line management support and guidance
* The role requires and enhanced DBS and may require Police Vetting – Level 2
* 35 hrs per week
* Starting salary - £21,091- rising to £24,500 at the end of Year 2 in role
* 6% employer pension contribution
* 26 days leave per annum plus bank holidays