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# VOLUNTEER ROLE DESCRIPTION

**West Midlands Hate Crime Victim Service Triage Volunteer**

* To contact victims of hate crime within 24 hours, by telephone, to offer initial support, signposting and onward referrals following a reported Hate Crime (this may involve evening and weekend contact).
* To conduct a thorough needs assessment with victims of Hate Crime. This maybe face to face, online or over the phone (this will be based on local Covid restriction and guidance).
* To identify additional support needs for victims of crime and refer to specialist services with consent
* To build a knowledge of local and national support services
* To ensure outcomes of contact are reported to service coordinator
* To provide follow up calls to victims as required
* To manage own diary and complete 5 hours of volunteering per week
* To identify ongoing training needs for self and source training with approval from your line manager
* To comply with The Victims Code of Practice and the EU Directive on Victims of Crime
* To attend supervision with the project Co-ordinator when required, whether this is by phone, online or face to face.
* To ensure Remedi systems and procedures are always maintained
* To comply and ensure compliance with all Remedi policies
* To ensure the strict adherence to all legal requirements relating to Remedi work, i.e. Equal Opportunities, GDPR and Confidentiality and Safeguarding
* To comply with the lone working procedure at all relevant times
* To pro-actively promote the service locally
* To represent and promote REMEDI in a professional manner at all times.

You may also be asked to:

* To be a point of contact at football matches for victims/witnesses of Hate Crime
* To provide immediate support to victims/witnesses of Hate Crime at football matches

**Due to DBS checks, this role is likely to start in October.**