Remedi role Description – Victim caseworker

The Role

# Remedi are recruiting a Victim Triage Case Worker, to provide a range of support for people affected by crime in Derbyshire. This will include emotional and practical support. The role is funded by the Derbyshire Police and Crime Commissioner. You will work 35 hours per week and will primarily cover the Triage aspect of our work and carry a manageable case load.

Location: Derbyshire- Office base is Ripley Police HQ and Home

Hours: 35 hours per week

Salary: £20,280 per annum plus 6% employer pension contribution

Leave: 25 days plus Bank Holidays

*“I know you’re there if anything happens. It’s just that little bit of extra support. I wouldn’t have got where I am without you”*

*Quote from a service user affected by crime in Derbyshire*

We want you to be able to provide telephone, emotional and practical support to people affected by crime in Derbyshire. This will include supporting all victims of crime, regardless of whether it has been reported to the police or not.

You will be fully trained in using restorative skills and adopting a restorative mindset with the people you work WITH. This will help the people we work with to cope with what is happening to them and their families, and to work towards reducing the impact of the crime.

You will work to build positive relationships and ensure partnership working with Derbyshire Police, Witness Care, Community Safety Teams and voluntary sector organisations across Derbyshire. Good working relationships are key to succeeding in this area of work.

To be able to fulfill the above, we are looking for a certain level of skills and qualities:

**Communication -**. As a victim triage case worker, you will be expected to undertake a needs assessment with the people you work with, to identify any support needs they may have. For your own case load you will then be expected to jointly develop a support plan WITH them to address the individual needs identified. You need to be able to listen and respond appropriately to what is being said so that people feel supported and valued. This is a key attribute to being successful and delivering a quality service in this 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. As you will be part of Derbyshire Victim Services you will be expected to provide out of hours telephone support on a rota basis (1pm -8pm Mon-Fri and 9-1pm Saturday) This is part of your working week and not an extra requirement to the 35 hours.

Motivation – The role is extremely rewarding and can instill you with a high level of pride. Working with people affected by crime has such a powerful impact to know you have potentially changed someone’s life and empowered them to move forward. It is a vital part of the role to work in close partnership with other agencies and attend regular meetings. 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 take into account the needs of the people you are working with, your own workload and the specific contract requirements.

IT Capable – We want our team to spend the majority of their time working with people. There is however a responsibility to record information 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 and is a contractual requirement.

We have a bespoke case management system that you will be fully trained in during your extensive induction period.

Safe - 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

*"I have never worked for an organisation that has been so empowering, encouraging and supportive. I feel very lucky to work for such an incredible establishment"*

*Quote from a member of the Derbyshire Victim Services team*

* The role primarily covers the whole of Derbyshire for the triage aspect of the role but Bolsover and North East Derbyshire will be your designated area for your caseload, but you will also support service users in other areas of Derbyshire from time to time. Expenses are fully covered, but you will need access to your own vehicle.
* A great salary with an additional pay increase on your first and second anniversary of working with us.
* A generous holiday entitlement with an increase in holiday entitlement after 2 years service and thereafter to the point of 5 additional holiday days.
* A flexible working environment
* Home working
* A laptop and mobile phone will be provided to enable you to work remotely.
* A high level of Internal and external training will be offered. The expectation is that you engage in this training and implement it within your working life.
* Access to free and confidential support and counselling
* Opportunities to progress throughout Remedi
* You will be required to undertake a DBS check and Police vetting to level 2 prior to a formal job offer is confirmed
* 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.
* Under this contract all REMEDI personnel will operate under the service title of 'Derbyshire Victim Services' - all references should refer both to the umbrella organisation (REMEDI) and the operational project named 'Derbyshire Victim Services’.