

Reference nr. 2650 : Victim Support

Support worker

Our purpose is to help the victim regain control and to rebuild their lives. The support worker will provide immediate and ongoing support to victims of crime and trauma. Advise victims on their rights, listen and provide emotional support. Assist and support victims at Court trials and hearings. Give the victims help to access other support services.

We require, at least, one 12 hour shift per week. This means that the support worker can go about their everyday business, but must be contactable so our Contact Service can reach them. This may result in the support worker attending a crisis call out or making a phone call to the victim.

We provide 24/7 365 days support and use a roster system with hours being 8am-5pm, 5pm-8am depending on hours which suit the individual support worker.

A key need for us currently is evening shifts and weekends cover for crisis calls and call outs (please note there is some followup and admin required for all calls).

Training

- There are 4 days of extensive training over 2 weekends.
- Supervision/Support: The volunteer will be buddied up with an experienced support worker and will be debriefed by the Service Coordinator on crisis call outs.
- Support workers get together once a month in the evening, for ongoing training.

Specific requirements

- Empathy, good communication, non-judgemental, confidentiality, takes direction well, computer literate and access to a computer.
- Efficient in submitting case notes on time via the computer (you need to have computer and internet access at home)
- Full driving License, full police clearance check.
- Reliable and able to commit to the roster and ongoing monthly training meetings.
- Telephone and travel costs relating to the role will be reimbursed.

When: Any time

Duration: **Long-term**

Area: **All over Northland**

Activity: **Advice, information and support**

5 volunteers needed



- ✓ Police check
- ✓ Reimburse expenses
- ✓ Reference provided after some time