



## Volunteers Required for Victim Care

Do you want to support victims of crime?

Do you have any knowledge or background in fraud or the impact of financial crime?

Have you got the necessary skills to support victims to cope and recover from the effects of crime?

We have 2 opportunities coming up:

- Volunteers to support the Victim Care Unit based in Exeter
- Volunteers to support victims of Fraud throughout Devon and Cornwall

If you would like to apply / receive further information, please read through the role profiles and provide us with the following information:

- Name & contact details
- Explain / highlight any relevant experience / background related to the specific volunteer role that you are interested in (if applying for both roles, please make that clear). This may include professional, voluntary and/or personal experience of supporting people with empathy and understanding. Please use no more than 500 words

*(We are committed to ensuring people with a disability can undertake our volunteer roles. Reasonable adjustments can be made based on an individual's requirements).*

The way forward / the volunteer selection process:

- We will shortlist from the information provided within the EOI's received, and send out application forms for completion
- There will be the option of attending an Open Meeting giving further information. These will take place in both Devon and Cornwall (date and time TBC)
- Complete full application and vetting forms.

*Please note, final acceptance is subject to vetting clearance*

*Full induction and training will be provided*

*Due to the nature of the work being carried out, we can only accept applicants aged over 18.*

EOI returns to: Sue Hayman, Office of the Police and Crime Commissioner, Endeavour House, Pynes Hill, Exeter EX2 5WH [sue.hayman@devonandcornwall.pnn.police.uk](mailto:sue.hayman@devonandcornwall.pnn.police.uk)

Any questions or queries, please contact Sarah Carlsen-Browne by email [sarah.carlsen-browne@devonandcornwall.pnn.police.uk](mailto:sarah.carlsen-browne@devonandcornwall.pnn.police.uk) or call 01392 225555.



## PVP Volunteer Role Profile

<b>Role Title:</b>	Victim Care Unit Volunteer (supporting fraud victims)
<b>Location:</b>	Victim Care Unit (base) but operating in their local area
<b>BCU/Dept:</b>	Victim Care Unit, Hawkins House, Pynes Hill, Exeter

<b>Background</b>	<p>From the 1<sup>st</sup> of April 2015, the police based Victim Care Unit has been the single point of contact for victims of reported crime to access support via referral to a range of external providers.</p> <p>Fraud, in all its forms, is an area of growing concern for the Police. We recognise that the considerable practical and emotional impact of fraud on victims requires a specialist response. Therefore we want to recruit a number of volunteers who will work with victims of fraud and provide tailored support to individuals. There will be a strong element of crime prevention in this role so that they are less likely to fall victim again.</p>
<b>Tasks to be undertaken:</b>	<p>Engagement with victims of fraud, identified by the Finance Investigation Unit and the Victim Care Unit (FIU/VCU). This will include face to face visits, telephone and written communication when necessary.</p> <p>Identifying the needs of fraud victims and to review, update and amend victim needs assessments, in order to provide the appropriate level of practical and emotional support</p> <p>Providing victims with information relevant to meet their needs and in the appropriate format for the victim.</p> <p>To liaise with the FIU/VCU and the network of victim care providers in order to facilitate appropriate referrals</p> <p>To undertake relevant Police training on types of fraud, supporting victims of fraud and crime prevention</p> <p>Providing information on crime prevention in order to support fraud victims that are vulnerable to being repeatedly targeted</p> <p>To act as a single point of contact between lead investigators and all victims subject to a series of crimes</p>

<b>Role Title:</b>	Victim Care Unit Volunteer (supporting fraud victims) cont'd
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	<b>Essential</b>	<b>Desirable</b>
<b>Experience:</b>	Team player and experience of building good relationships.	Previous exposure to fraud victimisation either as a support or direct experience. Advocacy, guidance, customer service qualification. Experience of supporting people in either a professional or voluntary capacity or through life experience.
<b>Knowledge:</b>	Some knowledge of victims' requirements or helping people, particularly vulnerable people	Knowledge of the impact of fraud on victims Experience of volunteering or managing volunteers would be advantageous Some knowledge of financial services, welfare system, legal system or criminal justice system.
<b>Skills:</b>	Excellent communication skills, especially being a good listener.  It is essential that fraud victims are not judged and are approached with empathy, sympathy and an open mind.  Must be able to follow instructions, complete tasks and be able to work with minimal supervision  Literate and Numerate  Satisfactory IT skills  Full driving licence and vehicle	
<b>Other:</b>	Open to helping support the team at times when it is busy.  Understanding and adherence to Equality and diversity  Understanding and adherence to confidentiality , information sharing and data protection policies	

<b>Number of Hours Per Week:</b>	Minimum of 4 hours per week
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## PVP Volunteer Role Profile

<b>Role Title:</b>	Victim Care Unit Volunteer
<b>Location:</b>	Victim Care Unit, Hawkins House, Pynes Hill, Exeter
<b>BCU/Dept:</b>	Victim Care Unit, Hawkins House, Pynes Hill, Exeter

<b>Background:</b>	From 1 April 2015, the police based Victim Care Unit (VCU) has been the single point of contact for victims of reported crime to access support via referral to a range of specialist service providers.
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<b>Tasks to be undertaken:</b>	<p>Helping to promote the work of the VCU and support services through public engagement</p> <p>Support the manager and staff of the VCU dealing with general enquiries</p> <p>Helping resource the VCU in relation with volume of contacts for those with no needs identified and signposting them back to services</p> <p>Assist the VCU Manager in the updating of department Intranet site and social media outlets.</p>
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	<b>Essential</b>	<b>Desirable</b>
<b>Experience:</b>	Operating successfully within a team environment and building good working relationships	Advocacy, guidance or customer service qualification
<b>Knowledge:</b>	Some knowledge of victims' requirements or helping people, particularly vulnerable people	Knowledge of working in management or with other volunteers would be helpful
<b>Skills:</b>	<p>Excellent communication skills, especially being a good listener. Must be able to take instructions and complete tasks</p> <p>Literate and Numerate</p> <p>Satisfactory IT skills</p>	
<b>Other:</b>	<p>Open to helping support the VCU team at times when it is busy</p> <p>Understanding and adherence to Equality, Diversity and Human Rights (EDHR)</p>	

<b>Number of Hours Per Week:</b>	Up to 6 hours per week
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