



National Support Centre Volunteer Role Description

Volunteering with Victim Support Scotland is an incredibly rewarding, and sometimes challenging, role supporting people affected by crime who have likely experienced a degree of trauma.

For many people affected by crime, talking to us via our helpline or webchat service is the first step towards moving forward after a crime.

Our National Support Centre (NSC) volunteers offer support through our helpline and webchat services, providing a safe space for a victim, witness, or their family to describe their experiences, ask questions and receive support. Our NSC volunteers make initial contact with all victims and witnesses referred to us from Police Scotland. They provide information and support at the time of need and work with local Victim Support Scotland teams to ensure ongoing support is in place for anyone who requires it.

The role of NSC volunteers is pivotal to Victim Support Scotland and they play a key part in the service users' support journey with us.

Our National Support Centre operates Monday to Friday 8am until 8pm and Saturday mornings 9am to 1pm.

Making a difference

As a National Support Centre volunteer, you can expect to complete the following tasks:

- Provide initial support to people affected by crime through incoming helpline enquiries
- Provide initial support to people affected by crime through by telephone to victims & witnesses who have been referred to our services
- Provide support and information to people affected by crime through our webchat service
- Provide relevant support and information to anyone affected by crime
- Promote VSS' support and work with local VSS teams to ensure ongoing support is in place for anyone who requires it
- Link service users with specialist organisations
- Update our database record system

Benefits to volunteering with us

As a National Support Centre volunteer you will gain many benefits, such as:

- Supporting people when they most need it, helping them to recover from what can be a very distressing time in their life and empowering them to move forward
- Learning new skills and gaining experience of working within the criminal justice sector
- Gaining access to a range of training courses that are relevant to your volunteering role
- Positively affecting your community as a member of a team actively working to reduce the impact of crime

What you can expect from us

As a volunteer with Victim Support Scotland, you can expect:

- Support in your volunteering role to deliver services effectively
- Training and development to give you any further skills you need to support people effectively
- Reimbursement of all reasonable out of pocket expenses (e.g. travel)

Learning & Development opportunities

You will be required to undergo 70 hours of in-depth learning and development over a period of up to eight to ten weeks, through online self-study, virtual workshops and supervised support, resulting in accreditation.

This will equip you with the necessary skills, experience and knowledge to provide high quality support to victims and witnesses of crime.

Required skills and experience for the post

Due to the nature of the role, there are key skills and experiences that we look for in our volunteers to ensure we maintain consistent and high standards of support for our service users.

- Strong interpersonal and communication skills
- Active listening skills
- An empathetic nature with the ability to develop rapport with people affected by crime
- A non-judgemental and accepting approach to working with people from all sections of the community

- An interest in learning about the Criminal Justice System and understanding the challenges a service user might face
- A desire to continue developing skills and knowledge throughout your volunteering time with VSS
- Ability to be flexible and adapt to organisation and service user needs

Further requirements

- Undertaking a [Disclosure Scotland check and joining the PVG scheme](#).
 - Willingness to use own car or public transportation to Victim Support Scotland Office. We will support people with disabilities to access transportation.
 - Ability or willingness to learn to use digital methods to communicate and report, such as email, text, databases, apps and more.
 - Awareness of strict confidentiality requirement to the support you'll provide and willingness to uphold data protection obligations.
 - Willingness to learn about safeguarding the safety and welfare of service users and protecting them from harm. Ability to adhere to organisational safeguarding obligations to keep people safe, and the elements of risk associated with our service users.
 - The ability to represent the organisation and conduct yourself in a professional manner while volunteering.
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Getting the most out of volunteering

We know that our volunteers have busy lives, so we agree time commitment with each individual volunteer. However, we ask for:

- A minimum commitment of approximately **eight hours a week**, to make a lasting impact on people's lives.
- A minimum commitment of **at least one year**, ideally two, so that you might get the most out of development opportunities and your support experience.

We appreciate that things may crop up that inhibit your ability to volunteer for a session or for a short period of time and we will work with you on this to ensure you are supported during this time and you are in regular contact with your line manager.

However, we keep our service users in mind throughout this process to ensure their support needs come first, so it is imperative that you consider this requirement prior to committing to the volunteer role.

Application information

The people we support come from all communities across Scotland, as do our volunteers.

We welcome new volunteers from all backgrounds and languages.

If you have any questions about this volunteering opportunity, please contact us at volunteers@victimssupportsco.org.uk.

Recruitment and induction process

We are committed to the welfare and protection of children and protected adults and have a duty to ensure the suitability of any individual who volunteers with the organisation.

To ensure we provide the best possible service to people affected by crime, we ask all volunteers to follow our recruitment and induction process. This involves:

- Completing our [volunteer registration form](#)
- Completing our [criminal offences self-declaration form](#)
- Undertaking a [Disclosure Scotland check and joining the PVG scheme](#)
- Providing two satisfactory references
- Participating in an online Discovery Session to ensure this is the right opportunity for you
- Attending an interview
- Participating in an online Induction Session
- Undertaking in-depth training and development
- Signing and abiding by Victim Support Scotland's confidentiality agreement; data protection commitment; and volunteer agreement

To apply for the role, please visit: victimssupport.scot/register