
JOB DESCRIPTION

Key Support Worker

National Service: Supporting Families Bereaved Through Crime

Our mission at Victim Support Scotland is to ensure that those affected by crime receive high quality support that will help them to recover from their experiences. We want victims and witnesses to be at the heart of everything we do so they have improved health and well-being, feel safer, more secure, and informed and that we are an effective organisation, that makes a lasting difference. We aim to do this by adhering to our own organisational values of being supportive, striving for excellence and offering personalised and accessible services and these are reflected in the behaviours expected of all staff and volunteers.

Job Purpose

As a member of the Supporting Families Bereaved by Crime team, and reporting to the SFBC Manager, your role is to provide comprehensive support to families bereaved through crime. This will involve providing structured social support, practical support, information, liaising with other justice and community organisations, supporting the family as they interact with the criminal justice system and helping them to reach a new balance in their lives after trauma. You will direct a team of staff and volunteers to undertake practical tasks to support families and you will work with other service providers, forming effective partnerships to facilitate timely access to specialist support services.

You will play a key role in the ongoing evaluation, development and improvement of the service. You will engage those with lived experience in order to ensure that service developments best meet the needs of families bereaved by crime and to evaluate the effectiveness of interventions.

You will work closely with Police Scotland and representatives from the Crown Office and Procurator Fiscal Service (COPFS) to develop trust and ensure effective relationships in support of families bereaved through crime.

You will ensure the compliance and quality of your case management, ensuring appropriate and timely recording of case information, complying with all relevant legislation and VSS policies, processes and systems including, but not limited to, those in relation to data protection and safeguarding.

Travel will be required in order to support families at appropriate locations to best meet their needs. This may involve traveling out of hours and have limited access to public transport. A current, clean driving licence is therefore essential to the post.

Key Accountabilities

- To provide a consistent, proactive point of contact for families referred to the service
- To engage with the support task, to plan and prepare for contact with family members
- To liaise with Family Liaison Officers (FLOs) to obtain information to assist in risk assessment and preparation for initial meetings and on-going throughout the investigation
- To contract effectively with service users in order to agree, formalise and structure the nature of contact including the purpose of the support, the roles, responsibilities and expectations of those concerned.
- To document this contract and review it at set intervals and as appropriate to facilitate dynamic consent.
- To be able to communicate effectively with family members in a language and tone that is accessible and compassionate, liaising with translation services as required.
- To work with families to gather information necessary to provide support, to interpret and analyse that information.
- To work with families to identify an agreed set of goals and an action plan.
- To establish the appropriate collaborative framework to achieve the plan. This may include identifying the role and tasks of family members, friends, VSS team members and other agencies.
- To obtain necessary consents to ensure compliance with GDPR legislation and VSS policy
- To direct staff and volunteers to undertake tasks necessary to action the agreed support plan
- To manage a caseload and manage VSS resources as necessary to provide appropriate support and deliver the agreed support plan
- To work with partners to ensure families receive identified support
- To liaise with COPFS staff, in particular Scottish Fatalities Investigation Unit (SFIU) staff and Victim Information and Advice (VIA) officers in order to manage family expectations in relation to the criminal justice process and obtain and share appropriate information, and to provide effective support and information to families in relation to the criminal justice process
- To work closely with social work, head teachers and safeguarding professionals to ensure effective support for children in families bereaved by crime.
- To work closely with agencies providing bereavement support, counselling, and therapeutic interventions to enable access to support for families bereaved by crime.
- To work closely with VSS Witness service to ensure appropriate, compassionate, and consistent support for families in court.
- To effectively close cases and manage an appropriate exit
- To work with families and colleagues to review and evaluate the effectiveness of support provided.
- To undertake effective record keeping and comply with VSS quality assurance processes
- To contribute to promoting a culture of learning and continuous improvement in the workplace, developing motivated, engaged and highly performing teams
- To develop and maintain up-to-date knowledge of relevant policy, legislation, VSS campaigns and best practice in relation to support for families bereaved by crime
- To participate in regular supervision and personal welfare processes

- To carry out all duties in a manner which promotes VSS equality and diversity policies
- At all times role model the behaviours and values of VSS.

Communication Skills and Representing the Organisation

Internal: ELT, CLT, SFBC Manager and local VSS Staff and volunteers

External: COPFS, FLOs, partners, other agencies and professionals

- Uses interpersonal skills to communicate information in ways that others can fully understand
- Build and sustain relationships with colleagues and partners
- Develop and maintain national directories of information and contacts
- Form relationships with national organisations as appropriate to best support families bereaved through crime
- Promote awareness of the VSS service to support families bereaved by crime
- Work with partners and communities to raise awareness and encourage appropriate referrals
- Work closely with SFBC Manager and colleagues to evaluate and continuously improve service
- Work closely with SFBC Manager and colleagues to plan and implement rollout of the service

Additional Duties

- Deals with confidential and sensitive information and ensures all information and data captured and held is compliant with GDPR, Data Protection legislation and VSS policy and procedure
- Responsible for managing and prioritising own workload, ensuring that VSS policies and procedures are adhered to at all times
- Other duties that may be required by the Board of Trustee and the CEO

| KEY REQUIREMENTS | | |
|------------------|---|-----------|
| 1. | Qualifications | EVIDENCED |
| | Educated to SVQ3 Level | E |
| | (Or 3 or more years in equivalent role) | D |
| 2. | Skills / Abilities | |
| | Excellent verbal communication skills and interpersonal effectiveness | E |
| | Listening skills and non-verbal communication | E |
| | Ability to explain complex processes in plain language | E |
| | Written communication and letter writing skills | E |
| | Observation skills to assess and support victims where they may be unable to articulate their wants and needs due to trauma | E |
| | Assessment skills in order to work with clients to plan what needs to be done to resolve issues or minimise impacts | E |
| | Excellent organisation and administration skills | E |
| | Interviewing skills | E |
| | Providing peer support | D |
| | Influencing and partnership building | E |
| | Creative problem solving | E |
| | Self-sufficient with the ability to manage own workload and prioritise effectively | E |
| | Excellent organisational and time management skills with the ability to juggle conflicting demands | E |
| | Ability to use own initiative and to work both alone and as part of a team | E |
| 3. | Experience | |
| | Experience of supporting people through bereavement and/or trauma | E |
| | Experience of managing and motivating teams with and without direct line authority | E |
| | Experience of managing and motivating volunteers | E |
| | Experience of defining and ensuring quality in service provision | D |
| | Working in partnership | E |
| 4. | Knowledge | |
| | Knowledge of case management processes and software packages | E |
| | Knowledge of the Scottish Criminal Justice System | D |
| | Knowledge of the benefits system | D |
| | Knowledge of trauma responses | E |
| | Knowledge of relevant software packages e.g. Microsoft Office | E |
| 5. | Behaviours | |
| | Empathetic and compassionate listener | E |
| | Patient and non-judgmental | E |
| | Able to convey credibility, confidence and assurance | E |
| | Willing to work effectively in partnership with others to ensure team objectives are met | E |
| | Willing to challenge stereotyping, prejudice, discrimination and bias | E |
| | Enjoys using own initiative | E |
| | Optimistic and hopeful | E |
| | Results focused | E |
| | Honesty and integrity | E |
| | Willing to be flexible in working hours and able to travel as required | E |
| | Hold a current driving licence | E |