

# Candidate Information Pack



# Welcome

**Thank you for your interest in joining us at Victim Support Scotland (VSS).**

**As a leading charity in Scotland, we are dedicated to helping people affected by crime. By supporting victims, witnesses and family members, our service is independent, non-judgemental, confidential, and most importantly, free.**

Many of us don't realise or consider the impact that crime, in all its forms, has on the victims, and through our information, practical help, emotional support and guidance we are able to empower people to cope with the aftermath of this significant life event. We are there to help people find the strength to move forward with their lives.

However, we do so much more than this, and by representing the voices of people we support and influencing key national policy decision-makers, we can champion victim and witness rights and improve available services.

It has been a great experience to work alongside others from the criminal justice agencies, the third sector and other organisations as we advocate for positive improvements within the criminal justice system; knowing that with collaboration and partnership we are stronger and can influence and change policy and approach.

**Chief  
Executive  
message**



I am interested in hearing from talented and committed people who want to work towards making a difference to the lives of people affected by crime.

If you have a real passion for supporting people, and can see how working together we can contribute to further developing a fair and just Scotland, then I would love to hear from you.

**From**  
**Kate Wallace,**  
Chief Executive

Who we are

# It's what we do for one another



## OUR VISION

is that people affected by crime – victims, witnesses and their families – are treated with dignity and respect and are at the heart of justice in Scotland.



## OUR MISSION

is that all those affected by crime receive the high-quality support and care they need to move forward in their lives.

**Victim Support Scotland (VSS) continues to be at the forefront of providing emotional, practical and financial support for anyone affected by crime.**

What sets us apart from other support organisations is that we are available to everyone after crime, regardless of the type of crime, whether or not it has been reported to the police and how much time has passed since it happened. Victim Support Scotland (VSS) prides itself in offering free and confidential services at the point of need for people affected by crime. Our services are available throughout Scotland, both in local communities and in the courts.

We balance our consistent approach with personalised packages of support specific to the needs of people whose lives have been disrupted through crime. VSS works alongside our partners to listen to the views and experiences of victims and witnesses. Our strength is our ability to take these views and experiences and to positively influence national policy decision making, advocating for a better justice system for all.

Though our core funding comes from the Scottish Government, we're independent from them and can therefore provide a critical lens to all that is happening within justice from a victims' perspective. We have a relatively small staff team of just over 100 employees who are supported by hundreds of volunteers. This team of dedicated, highly trained volunteers provide practical and emotional support to victims and witnesses across Scotland.

# The Future - Aims/Principles

Based on the solid foundations we have built for our organisation in previous years, 2021-2023 is the first half of our new strategy: *Empowering people affected by crime 2021-2026*.

**VSS Strategy 2021-2026: Empowering people affected by crime – which will last for the duration of the next Scottish Parliament until 2026.**

As Scotland recovers from the coronavirus pandemic, we have a tremendous opportunity to think innovatively about how justice and support services are delivered. Our new strategy therefore focuses on four strategic priorities for all.



## EMPOWER

People affected by crime by providing high quality, outcome-focused support and care to all who need it.



## TRANSFORM

Victims' and witnesses' experiences of the criminal justice system.



## BUILD

Productive partnerships aimed at improving the experiences of those affected by crime.

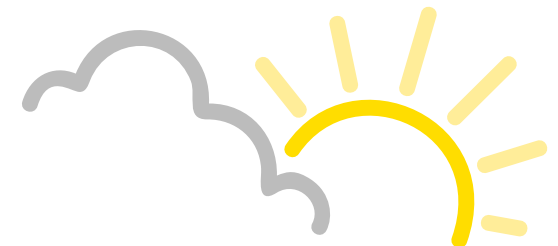


## SUSTAIN

Our impact by focusing all we do, in every area of the organisation, on making a lasting difference for people affected by crime.

Our relationships with our partners and colleagues in the justice and third sectors remain central to us delivering on our aims, as do our relationships with victims, witnesses and families across Scotland who have been affected by crime.

By listening to their experiences and views, we will be able to positively influence policy and legislation and better shape support services based on their needs.



# Achievements/ Recognitions – 2022/23

## People we support:

VSS continues to support all victims of crime from across Scotland referred by Police Scotland and who request emotional or practical support. This is part of the Victims and Witnesses (Scotland) Act 2014. A key component of the support we offer is the provision of pre-court and in-court support to all vulnerable witnesses who are referred to VSS for summary and solemn criminal cases across Scotland by the Scottish Courts and Tribunal Service (SCTS), Crown Office and Procurator Fiscal Service (COPFS), Justice of the Peace Courts, and Police Scotland.

## COMMUNITY

**21,783** Successful support sessions in the community

**5,062** Unique service users received at least 1 support session in the community

**742** Active service users are engaged with, or about to engage with our community services

## COURT

**2,384** Successful support sessions in the court

**13,255** Unique service users received at least 1 support session in the court

**4,140** Active service users are engaged with, or about to engage with our court services

**850** Court Familiarisation visits completed

## EMERGENCY ASSISTANCE FUND

- The Emergency Assistance Fund (EAF) is open to people affected by crime across Scotland who are in urgent need of financial help as a result of what they have experienced. People can access a wide range of goods and services where they have no other access to funds.
- Over 1,400 people were financially supported by EAF, with £385,500 awarded to people affected by crime.

## POLICY AND LEGISLATION WORK

- In January 2023, VSS Chief Executive provided evidence to the Criminal Justice Committee on the Bail and Release from Custody (Scotland) Bill. Families supported by our SFBC service shared powerful and real lived experiences of the impact of bail to the Committee. 'VSS collaborated with partners to lobby for essential amendments at Stages 2 and 3 of the Bill.
- VSS responded to the consultation to review the Victim Notification Scheme, a scheme designed to provide information to victims and their families where the offender is sentenced to 18 months or longer in prison. In reflecting the views of families affected, we welcome positive changes and improvements to the scheme.

## PARTNERSHIP WORKING – BAIRNS HOOSE

- VSS is a partner of the Bairns Hoose project, which aims to provide a safe space for young people who have been the victims of violent and sexual crimes. The pilot will allow victims and witnesses to give pre-recorded evidence, without needing to go to a police station or court, with all support services under one roof.





## What We Offer

When you work for Victim Support Scotland, your wellbeing is important to us. Not only do we offer an enhanced annual leave package, but you will also have access to our free health cash plan which includes cover for you and your family across a range of benefits.

### REMUNERATION AND LEAVE

- Pay banding with regular external pay benchmarking.
- 35 hour working week.
- 39 or 42 days annual leave, depending on grade (including public holidays).
- TOIL policy



### HEALTH AND WELLBEING

- Health Cash Plan – includes, dental care, chiropody, physiotherapy, optometry.
- HSF Perkbox – provides discounts on retail, gym memberships etc. And a range of wellbeing resources
- HSF Assist – access to a GP advice line/virtual GP/counselling and emotional support/legal advice.
- Access to clinical supervision where required.



### LEARNING AND DEVELOPMENT

- Comprehensive learning and development opportunities.
- Joint Consultative Committee.
- Commitment to Investors in People, LGBT Charter, Disability Confident
- Opportunities for involvement in forums – eg. Equality, Diversity and Inclusion Forum.



### OTHER BENEFITS

- Enhanced occupational sick pay scheme.
- Occupational health support.
- Enhanced maternity and paternity pay schemes.
- Pension – including up to 10% employer contribution depending on employee contribution.
- Credit union.



### EQUAL OPPORTUNITIES

- VSS is committed to equality of opportunity and to no discrimination on the grounds of race, religion or belief, age, sex, marital or civil partnership status, disability, sexual orientation, transgender status, pregnancy or maternity.

For more information on applying for any role, contact

[jobs@victimsupportsco.org.uk](mailto:jobs@victimsupportsco.org.uk)



“I’m new to VSS and know that the services we offer really help victims and witnesses.”

**Miren, Senior Manager**

“Making the transition from volunteer to key support worker is an important step in my career progression.”

**Amir, Key Support Worker**

“I’ve gained new skills which led to me being successful in two internal promotions.”

**Anna, Manager**

