

## Volunteer Role Description

### Attitudes and Hate Crime Project: Victim Support Co-ordinator

Hours: Variable but 4-6 per week is typical

Location: Home based

#### Role Purpose:

Disabled people are sometimes subject to abuse, insults or physical violence because of their disability. BuDS' Fair4All Attitudes & Hate Crimes project confidentially supports victims of disability hate incidents, helps them to report incidents to the police if they wish to do, and works to educate and campaign about disability hate crime.

The Fair4All Attitudes & Hate Crimes project is intended to be led and staffed by BuDS volunteers with the support of a part-time paid Disability Hate Crime Officer. A team of volunteers will support victims of hate incidents and crime with emotional support, practical information and, if the victim wants, reporting incidents to the police and going to court. This voluntary role is about managing this team of volunteers (as well as supporting victims if necessary)

This role would ideally suit someone with experience of supporting victims or people who have experienced tough times and/or managing teams of people.

#### Specific Responsibilities:

With strong support of the project manager, hate crime officer, and as part of the Attitudes and Hate Crime Project team:

- Become familiar with the issues around disability hate crime and victims of it
- Become familiar with issues around reporting incidents to the police, working with the Police & Criminal Justice Liaison Co-ordinator
- Become familiar with BuDS systems including CharityLog, Teams, safeguarding and confidentiality, welfare, etc
- Lead and manage the victim support team, getting to know the volunteers, assessing their capabilities and training needs, keeping in touch with them and supporting them emotionally and practically, and leading the support team meeting.
- Make sure that incoming requests for support are allocated to a team member and monitor how support is being delivered, working to help them provide the right support at the right time. Make sure support is ended appropriately when the time is right.
- Make sure that proper records are kept, and correct procedures followed
- Collect feedback from victims and volunteers about their work and its impact
- Highlight issues of concern to the project manager and hate crime officer, or to the safeguarding team
- Attend the weekly Attitude and Hate Crime Team Meeting

#### Person Specification

- Working knowledge of using MS Office & Teams
- Ability to maintain confidentiality and keep private information to themselves – this role will involve highly sensitive information and you will need to protect the privacy and confidentiality of the victim.
- Ability to communicate comfortably and effectively with a wide range of people, with strong empathy and appropriate relationship building along with good communication skills.
- Strong understanding of safeguarding and why it is important
- Be able to always maintain appropriate boundaries
- Understanding and commitment to the Social Model of disability – see <https://buds.org.uk/the-social-model-of-disability/>

**BuDS is an equal opportunity organisation and disabled people are particularly encouraged to apply for this voluntary role.**

*BuDS is committed to safeguarding all those with whom it works. This post will involve unsupervised work with potentially vulnerable adults and children, and/or their records, and so this post will be subject to an enhanced DBS check on appointment. This will be arranged and paid for by BuDS. Character and work references will also be taken up.*