



Role description

# FIRST LIGHT

<b>Organisation Name</b>	<b>First Light:</b> Our vision is a world where everyone lives in safety, free from violence and abuse.
<b>Organisation Overview</b>	<p>To support the Devon and Cornwall Independent Sexual Violence Adviser (ISVA) Team to provide a pro-active ISVA triage service to victims of sexual violence within and outside of the criminal justice system.</p> <p>The post holder will work pro-actively to ensure that all ISVA referrals are processed within 24 hours on receipt of referral (or the next working day).</p> <p>The ISVA Triage Service manages all police reported cases of serious sexual violence offences for adults, children and young people and supports victims through the criminal justice process. Furthermore, we also support victims who have not reported to the police but wish to consider their options around reporting or provide anonymous information.</p> <p>The ISVA Service supports any person who is experiencing or who has experienced sexual violence and assault.</p>
<b>Role Title</b>	<b>ISVA Triage Volunteer</b>
<b>Location of position</b>	The Business Centre, 2 Cattedown Road, Plymouth, PL4 0EG
<b>Responsible to</b>	The ISVA Team Leader and Volunteer Co-ordinator
<b>Purpose/summary of role</b>	<p>As a First Light Volunteer you will be assisting the organisation in making first contact with clients following a referral received from the police, other professionals or as a self-referral. Contact will be by telephone and will include the following:</p> <ul style="list-style-type: none"><li>• carrying out a preliminary need's assessment</li><li>• Allocating the appropriate ISVA</li><li>• updating the case management records via our IT system.</li></ul> <p>Volunteers will also be contacting relevant police officers to obtain information such as the name of the officer in case (OIC) or sexual offences liaison officer (SOLO) to aid the ISVA.</p> <p>You will be offering emotional support to the service user and advising on our confidentiality policy and how their data is managed under GDPR regulations.</p> <p>An on duty ISVA rota system will provide additional support to the volunteers for advice and guidance on any issues or complex cases each day.</p>

**First Light** is the trading name of First Light Southwest Ltd.

**First Light** Southwest Ltd is a registered charity (Company Number: 3440794, Charity Number: 1090457).

Registered address: The Business Centre. 2 Cattedown Road, Plymouth. PL4 0EG



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<b>Description of tasks</b>	<p>The volunteer will:</p> <ul style="list-style-type: none"><li>• Contact all new ISVA referrals within 24 hours of receipt of the referral, in line with the ISVA Service Key Performance Indicators (KPIs).</li><li>• Carry out a First Light brief needs assessment by telephone with all new cases and upload this to our case management system.</li><li>• Where information is missing on the referral, you will liaise with the police via telephone to identify the OIC or SOLO in the case</li><li>• Ensure that the service user fully understands our confidentiality statement and fair processing notice</li><li>• All information and needs assessments must be inputted onto our case management system after each action</li></ul>
<b>Time Commitment</b>	Minimum of 5 hours a week plus <b>monthly group support</b> .
<b>Skills and Qualifications</b>	<ul style="list-style-type: none"><li>• Excellent telephone manner and people skills.</li><li>• Fully computer literate and comfortable with the main Microsoft tools, databases and emails.</li><li>• Confident to work independently and work within a group.</li><li>• Excellent communication skills.</li><li>• Using your own initiative to seek advice and support from the team to provide the best service to the client you are speaking with.</li></ul>
<b>Training and Support</b>	<ul style="list-style-type: none"><li>• Induction to First Light.</li><li>• <b>Volunteers are required to attend in full – 5 days initial Core learning and then 1 day for accreditation interview</b> .</li><li>• Volunteers will have access to daily support, advice and guidance from the Volunteer Co-ordinator and the on-duty ISVA.</li><li>• Relevant and ongoing training will be offered to all volunteers.</li></ul>

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<b>Reimbursement of expenses</b>	<p>Reasonable out of pocket expenses will be reimbursed as agreed with the Volunteer Co-ordinator:</p> <ul style="list-style-type: none"><li>• Mileage costs will be paid at 40p per mile within a maximum 12 mile radius of the ISVA office, located at The Business Centre, 2 Cattedown Road, Plymouth</li><li>• Public transport costs</li><li>• Reimbursement of any additional travel and subsistence expenses you incur should you need to travel to an agreed location other than your normal place of volunteering.</li></ul>
<b>Benefits to the volunteer</b>	<ul style="list-style-type: none"><li>• The opportunity for personal development and growth</li><li>• Develop new and/or existing skills and gain experience volunteering within the area of sexual violence and victim support.</li><li>• An opportunity to contribute to the development of a much needed service for all victims and survivors of sexual violence and abuse.</li><li>• To be an integral part of a valued team and the satisfaction of knowing you are making a vital difference.</li></ul>
<b>Application Procedure</b>	<ul style="list-style-type: none"><li>• Selection day</li><li>• Application form</li><li>• Informal Interview</li><li>• 2 References</li><li>• DBS (enhanced)</li><li>• Enhanced Police Vetting</li><li>• 3 months induction Period</li></ul>
<b>Contact Information</b>	<p>Debbie Gibbins Volunteer Co-ordinator First Light SW Ltd Plymouth Business Centre 2 Cattedown Road, Plymouth. PL4 0EG</p> <p>Tel: 01752 549485 Helpline: 03458 12 12 12</p> <p>e: <a href="mailto:debbie.gibbins@firstlight.org.uk">debbie.gibbins@firstlight.org.uk</a></p> <p><a href="http://www.firstlight.org.uk">www.firstlight.org.uk</a></p>

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