

Job Description

Section 1 - Job Details

Job title	Triage & Early Interventions Officer
Reports to	CEO
Direct reports	No direct reports

Section 2 - Job Purpose

Ensuring the provision of individual assessment of impact and risk, within the framework of VSIOM's Service Model.

Support will include providing resources, interventions, and information to all service users. In order to:

- support those affected by crime in understanding and asserting their rights and entitlements
- in understanding their journey through the criminal justice and legal systems including the Victims Code of Practice
- facilitating access additional services
- establish healthy coping mechanisms
- provide practical support and information

To provide high quality support to all victims and witnesses of crime, leading on completing initial impact and risk assessments that are comprehensive, holistic and centred on the needs of each individual.

Providing immediate and short-term intervention via telephone and in person to anyone impacted by crime.

Section 3 - Main Responsibilities/activities

	Responsibility/ activity
1	Act as the first point of contact for clients referred into the service, ensuring that comprehensive impact and risks assessments are completed and a tailored response to each client's needs is provided.
2	Ensure that agreed processes are used to contact victims of domestic abuse and sexual violence.
3	Carry a caseload of clients who require more immediate and short-term interventions, referring on those with more long-term needs either internally or externally. Ensure each victim receives an individually appropriate tailored support and information service that fully meets their needs, keeping complex needs central to all processes and decisions.
4	Ensure that support plans are developed with clients where appropriate.
5	Maintain accurate and confidential case management records and contribute to monitoring information for the service.
6	Provide accurate and timely performance information for internal and external use.
7	Work with the client and other statutory and voluntary agencies to address the identified needs.
8	Respond appropriately to safeguarding concerns including both child protection and vulnerable adult issues.
9	Ensure that all clients are aware of their rights under the Victim's Code of Practice and the Witness Charter.
10	To work alongside a team of staff (and volunteers where applicable) to reflect the diverse community and the needs of the victims and witnesses, including those with particular vulnerabilities, utilising national and local resources to deliver individual, bespoke services with respect, dignity and sensitivity.
11	Comply and keep up to date with data protection legislation, confidentiality and organisational policies and procedures, as well as all legislation connected to your work.
12	Work as part of a team to ensure that all outcomes and KPI measures are met.
13	Work with the CEO and the wider Welfare Team to explore the development of services, for example, developing and facilitating drop-in sessions
14	Work with the relevant Welfare Officer to deliver programmes such as the NSPCC DART programme, and develop programmes such as the Freedom Programme.
15	As Multi-Agency forums develop, become the point of contact for ensuring action points from meetings addressed to VSIOM are actioned by the appropriate member of the Welfare Team and reported back to the Meeting Chair within dictated timescales.

Section 4 – Dimension of the role

Resources	Responsible for the proper use and safekeeping of VSIOM assets within scope of role.
Staff/Volunteers	N/A
Budget	N/A

Section 5 – Key deliverables

	Measures of success
1	Delivery of an effective and excellent service to victims and witnesses in keeping with service delivery agreements.
2	The successful implementation of all outcomes focusing on improving support to the most vulnerable. Also reducing repeat victimisation and increasing take up of service. Measuring user satisfaction as key indicators as part of a quality performance driven service.
3	Ensure victims are empowered along their recovery journey. Ensure support is appropriate to their needs.

Section 6 – Competencies

Competency	Level required (see below)
Builds customer value	2
Drives performance	1
Communicates effectively	2
Embraces and drives change	2
Grows diverse, high performing teams	1

- Level 1: Roles which make an individual contribution to the business, without line management or process responsibility e.g. frontline reactive service delivery roles, telephone-based support roles, administration roles
- Level 2: Roles with or without line management responsibility are responsible for a casework/ face-to-face service provision/ internal/external process and or people (including volunteers) e.g. SDM/ SSDM/First Line Managers of People or Process.
- Level 3: Roles with line management responsibility for people, normally front line / operational employees e.g. Area Manager/ Middle Management or National Lead/ professional roles with no direct line reports.
- Level 4: Roles which deliver a strategy; lead people and / or own a process directly influence senior leaders e.g. AD's/Heads of Department.
- Level 5: Roles in this area create strategy for the business e.g. CEO/SMT

Section 7 - Learning & Development requirements

Foundation (mandatory)	Required to complete all mandatory foundation learning as per organisational policy
Multi-crime/Core (mandatory for operational roles)	Required to complete full Multi-Crime training modules
Introduction to Line Management (mandatory)	N/A
Additional internal learning/courses	DA SV Homicide Timeline Safeguarding Outcomes STAR
Other professional training (details of training or qualification should be added. It should be noted that such requirements are subject to funding availability so consideration must be given to necessity to undertake the role)	

Section 8 - Person specification (qualifications, knowledge, experience, skills and attributes needed for the Job)

Essential criteria will be tested at application stage (A) and used to shortlist candidates for interview. There should be no more than 7 shortlisting criteria.

Requirement	Essential	Desirable	Tested*
Demonstrate a good understanding and use of the English language both verbally and in writing Strong written and verbal communication skills	√		A/I
Experience of delivering a service and working directly with clients in a statutory, voluntary or community work setting		√	A/I
The ability to undertake impact and risks assessments and identify appropriate support	√		A/I
Experience of working in an outcomes focused service		√	I
Knowledge of the criminal justice system and the impact of crime	√		A,I
Experience of safeguarding issues and legislation relating to both child protection and vulnerable adults	√		A/I
Knowledge and understanding of Domestic Abuse processes and services		√	I
The ability to manage a demanding workload and to meet a range of conflicting deadlines	√		A/I
Experience of engaging with vulnerable victims of crime who may have complex needs		√	A/I

The ability to identify, develop and maintain partnerships with all relevant external organisations	√		A/I
Excellent telephone and IT skills required to use a database and undertake all administrative and reporting requirements	√		A/I/T
Able to work effectively as part of a team but also to work independently in a variety of locations without direct supervision	√		I

*Tested – A (application), I (interview), T (test or Assessment), P (through performance reviews including probation, 1:1's and PDR)

Section 9 – Additional Information and Requirements

- **Key Contacts/Relationships**

Working with a number of agencies including (but not exclusively) Police, Probation, Isle of Man Courts, Attorney General Chambers, Social Services, Third Sector partners, Manx Care.

- **Physical or mental demands**

Low physical demands, but high emotional/personal resilience required to manage casework demands.

- **Travel**

The role is largely office-based but there may be a requirement to travel to attend appointments with clients and to attend meetings and training events including rare overnight stays

- **Unsocial hours**

Core office hours are on a rota between 8.30am – 4.30pm but there will be a requirement to work an 8am-4pm or a 12-8pm shift on occasions to be determined with the postholder.

- **Confidentiality**

Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

- **Equality, diversity and inclusion**

Ensure all duties are carried out in a manner which promotes VSIOM's equality, diversity and inclusion policies.

- **Health & safety**

Promote a health and safety culture, observe all health and safety rules and procedures and complete training courses, as required.

- **Safeguarding**

VSIOM is committed to recruiting with care and to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Background checks and Disclosed Barring Service checks will be required.

- **Digital skills**

Competently utilise technology to perform the role including internet-based voice and video calls, Microsoft Office applications, case management system software and other bespoke VS software and applications.

Other Requirements

- Undertake such other duties as required consistent with the duties of the post and the needs of the organisation which may include attending and assisting at fundraising events.
- Handle any monies you may receive in line with cash handling policies and procedures
- In accordance with health and safety requirements, monitor the day-to-day security, and health & safety of the workplace
- Undertake administration and general office duties as required.
- Provide support to the CEO and Office Manager for the organisation of the premises at 6 Albert Street, Douglas
- To attend supervision sessions for client matters
- To attend Board meetings when requested
- Be of Good Character
- Ensure own personal development through constructive use of supervision, training and the appraisal system

This job description serves to illustrate the type and scope of what is required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.

Last updated September 2025