

Redmond Police Volunteer Program
Job Description

Title: Victim Assistance Team Volunteer

Function: The Victim Assistance Team (VAT) is a volunteer program of the Redmond Police Department. The mission of VAT is to assist Redmond citizens, primarily seniors ages 60 and older in time of need.

Objective: To provide crisis intervention, reassurance, referral services to victims and/or special assistance to citizens involved with the police department.

Background: Upon investigation of a crime and the completion of a report, an officer, because of time constraints, is often unable to remain with the victim. Compensating for this, VAT provides the necessary follow-up and support to victims of crime.

Responsibilities:

- Respond to victims within 1-2 days (24- 48 hrs.) of call for service by reviewing the VAT message line and viewing the calls in the Police Page on Redweb
- Be available to work (2) shifts per month. Flexible shifts you chose the time.
- Act as a victim advocate which requires:
 - o Interview victim
 - o Determine victim's needs
 - o Provide support and delivery and/or referral of services.
- Maintain accurate and timely records and reports on each victim.
- Create and maintain favorable relations between the public, human, health and social service agencies, and the police department through the practice of integrity and courtesy in all contacts.
- Attend quarterly in-service training sessions.
- Provide continuing public education in crime prevention and personal safety.
- Maintain current Washington State driver's license and personal vehicle insurance coverage. Please note: The City of Redmond covers all volunteers under their worker's compensation program. Volunteers are not allowed to drive their personal vehicle, and therefore must drive either the Volunteer Program Vehicle or another authorized city vehicle.

Qualifications:

- Must possess the ability to communicate clearly, professionally, and concisely in person, and via email and telephone
- Must be organized and have the ability to multitask
- Must be comfortable speaking to community members, patrol officers, Lieutenants, and police personnel
- Excellent typing skills and professional grammar
- Must possess a valid Washington State Drivers License
- Ability to learn police computer programs quickly
- Dependable
- Ability to receive and follow instructions
- Ability to maintain confidentiality
- Knowledge of Redmond geography a plus

Training:

- Complete new volunteer orientation
- Complete all training components to include classroom instruction, dispatch observation and officer ride-alongs
- Other training as appropriate for position

Time Commitment:

- Minimum of at least one year commitment
- Minimum of at least two days per month (at least 8 hours total for the month)

Reports To Police Program Coordinator & Crime Prevention Officer