

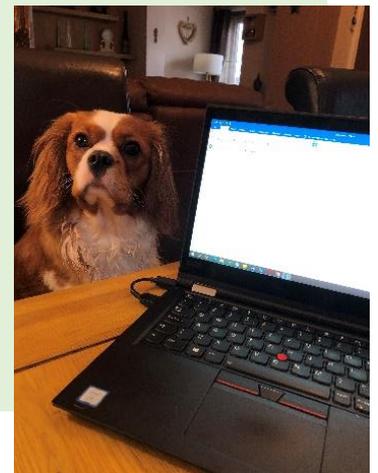
# Behind the scenes

A question I get asked a lot is, “What do you actually do?” Being a Victim First Caseworker is far from boring, each day brings about something different and challenging which definitely keeps me on my toes. So if you have ever wondered what it is like to be a caseworker at Victim First, then below is an example of a day in our world.

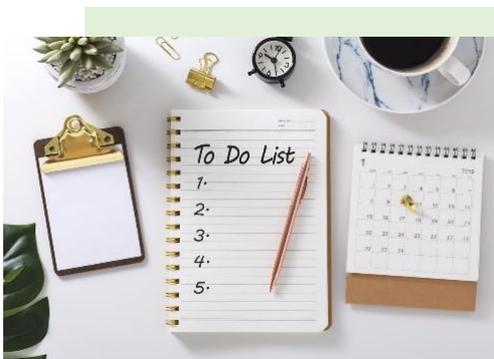


I usually wake around 7:30am, which has been the new lie in since working from home, I write my daily goals then get ready for the day. I go downstairs and make myself some breakfast and a turmeric latte. Once I have changed from my PJs into my joggers, and another jumper and pair of slippers (another perk of working from home), I go to the office; my dining room table.

**9AM:** I log onto my laptop and open up all the applications I will need to get going. This is usually Skype, emails, my case list (where all my cases are), Niche (our case management system for cases) and needs assessment (where we will complete the assessment for victims and record it). I also log into our webchat function to allow service users to have a variety of platforms to contact us on.

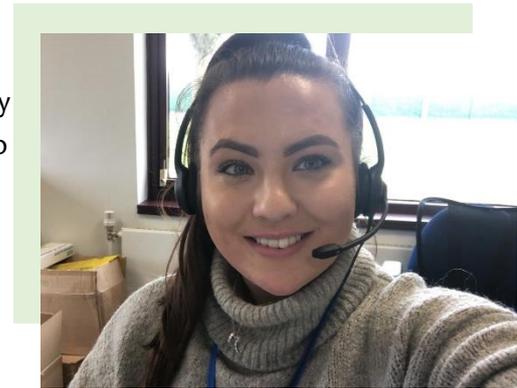


**9:05AM:** I usually send my good morning messages to colleagues and have a little gossip to set me up for the day.



**9:10AM:** This is when I will have been allocated my new cases to contact for the day, this can be around 10-15 a day. I go through my case list, look at any cases that I am supporting, who may need a call that day and highlight them to make a to do list visually on my case list.

**9:15AM:** I start to call my new cases. How long I spend on this really depends. Some calls may be as quick as 5 minutes where I explain who we are, what we do and give our contact details if the service user declines support. Some may accept support on the first call but may not want ongoing support, and some may accept ongoing support. I will also answer helpline calls throughout the day where we get numerous enquiries from both victims and professionals.



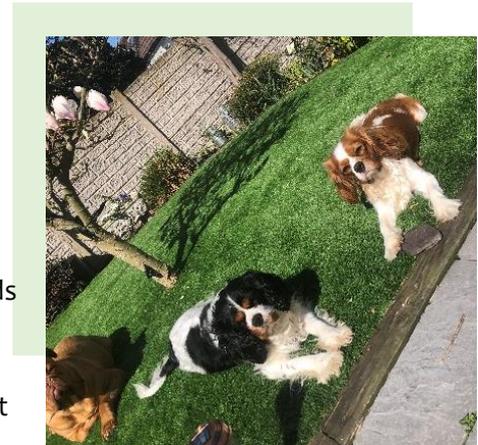
## What is our call process?

Firstly, we introduce ourselves and explain our menu of support, if the service user accepts support, we then complete a needs assessment where we ask questions regarding different aspects of the service user's life which may be impacted following the crime. We then devise a support plan with the service user and arrange follow up calls to suit them.



**1PM:** At around 1pm, I break for lunch, at this point I need a hot drink and food to fuel the afternoon. I usually have a halloumi salad with sweet potato and a peppermint tea. If the weather is nice (which is very rare in sunny England), I sit outside with the dogs and have endless cuddles before I start work again.

**1:30PM:** After cuddles with my dogs, I feel ready to see what the afternoon has in store. If it is a quiet day; which we should never say the forbidden word 'quiet' at work in case of jinxing it, I will have usually finished my new cases by now. This is the point I usually start to call my supporting cases. I usually schedule myself around 3 supporting cases to call a day, as these calls tend to be the longest, as we are working towards the support plan agreed and to enable the service user to feel they can cope and recover from the crime. Supporting cases may be working on reaching goals set by the service user and providing advocacy to different agencies.



**3:30PM:** Around 2 hours later I like to move onto my second and third calls, who have not yet answered, which if answered we treat as a new case.

**4:15PM:** I have a quick screen break to top myself up with some peppermint tea for the last stretch of my shift.



**4:30PM:** I might have a debrief with one of my colleagues and this is the time we use to ask each other how our days have been and give each other advice and support on any cases we may have had that day. This can happen throughout the day and we are really lucky to work with such a supportive team, who are always happy to have a chat.

**4:45PM:** I like to leave myself 15 minutes at the end of the day to look at what I've achieved in the day and set myself goals for the following day.

**5PM:** I shut my laptop and go home. Of course home is now walking out of my dining room and into the lounge to enjoy my evening.

As caseworkers, no day is the same and that is what makes our job so worthwhile. There are many other situations we are faced with and some we may have never seen before, but we use our knowledge and each other to help us. So what is it like to be a caseworker at Victim First? It is the most rewarding and fulfilling job, which each day excites me due to there always be something different to do.