

Training for staff working on helpline

Denmark, 10. December 2020

Victim Support Denmark

Project Coordinators Steen Thykjær and

Cecilie Christensen



Agenda

- **Short introduction to
Victim Support Denmark**
- **Recruitment**
- **Basic Training for
counselors**

12 Police districts
12 Local branches
3 Regions



Facts

220 counselors (all volunteers)

6400 activities 2019 (helpline, face-to-face, mentor support)

Helpline 24/7

4 staff (Head Office Victim Support Denmark)

Training, Advocacy & Lobbying, Strategic Planning, PR & Communication, Fundraising etc.



Recruitment

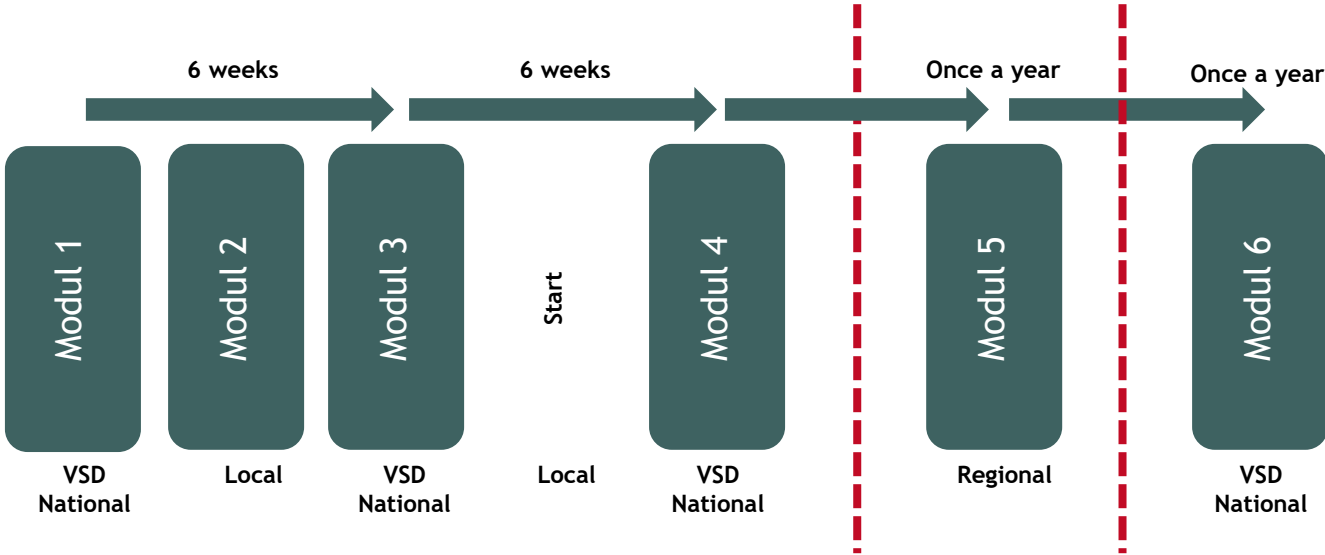
New counsellors are recruited by the local leadership in the different branches

Screening process

- mutual expectations
- qualifications



Mandatory Basic Training Flow Chart



Modul 1 (2 days)

National training

Introduction to

- VSD/organization (national level)
- National Police
- Local Police
- To be a volunteer


Introduction to legal aspects of victim counselling

- How and when to report
- The danish courtsystem
- Victim Compensation
- Social Services



Modul 2

Local training

- 
- Five stylized birds in flight, colored in shades of brown, yellow, and blue, scattered across the top right of the slide.
- Introduction to
 - Roster
 - Phone system
 - Referral guide
 - Reporting
 - Visit a police station and a courthouse
 - “Clinical” supervision
 - Mentoring program

Modul 3 (2 days)

National training

- Introduction to
- Basic skill training in crisis counselling
 - Trauma Risk Management (TRiM)



Trauma Risk Management (TRiM)

	Before	During	After
Facts	↕	↕	↕
Thoughts			
Future			



Modul 4 (eveningmeeting) National training

Debriefing

Statistics

Bruch Up

- Legal matters
- Trauma Risk Management (TRiM)
- “Bistandsadvokat”

Graduation/diploma



Modul 5

(eveningmeeting)

Regional training



Introduction to Regional Collaboration

- Emergency Response
- Training and Learning Platform
- Seminars on various topics

Modul 6 (1 day)

National training

Bruch Up

- Basic skill training in crisis counselling
- Trauma Risk Management (TRiM)

- Legal aspects of victim counselling
- How and when to report
- Victim compensation
- Social Services

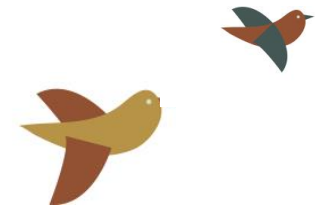
Add ons

Advanced training programs, currently:

- “Clinical” Supervision
- Mentoring program
- Leadership Management

Seminars on various topics, examples:

- Group counselling
- Minorities
- Self-care
- Digital Crime
- Conflict Management etc.



Thank you
for your attention!

