

## Victim and Witness Support Officer

### Job Family – Technical

<b>Grade:</b> D		<b>Department:</b> Strategic Criminal Justice
<b>Location:</b> Headquarters		<b>Security Vetting:</b> RV
<b>Role Specific Requirements/ Restrictions:</b>	None	
<b>Role Specific Hazards:</b>	Mental Health, Lone Working, Confrontation, Exposure to Animals, Display Screen Equipment,	
<b>System Access Requirements:</b>	PNC, Information Assets, Tasking (DMS), Case Preparation, Working Time Recording, Storm, External email, Intelligence, Custody, Crime, QAS.	

#### **Brief Description of your job, its main purpose and major tasks:-**

To provide one to one support for victims and witnesses and to identify, liaise and work effectively with partner agencies and voluntary organisations to deliver safe appropriate and timely services for victims, witnesses and their families.

#### **Role Specific Tasks**

1. To provide support to victims from initial report through to the conclusion of the criminal justice process.
2. To manage caseloads of victims with the highest levels of need, directly, through in-depth one to one support, and indirectly, by co-ordinating and directing local volunteers in service provision.
3. To conduct assessments of risk with particular reference to safe practice when undertaking home or outreach visits.
4. To review and update needs assessments as and when required by the victim, caseworker or volunteer.
5. To provide advice and guidance to victims on issues to the point of resolution.
6. To develop and implement a support plan for victims ensuring that case management notes and other relevant databases are updated in a timely and accurate manner.
7. To develop networks of agencies to which victims can be signposted or referred for ongoing/specialist support.
8. To develop and maintain relationships with statutory authorities, service providers, voluntary and community sector to enhance the delivery of services to victims.
9. To ensure that knowledge of the Victims Code of Practice, understanding of safeguarding issues and other relevant legislation is maintained and updated.
10. To ensure compliance with the Victims Code of Practice.
11. To contribute to the review of procedures and practices in light of customer comments and best practice elsewhere and advise management on potential improvements.
12. To assist with the development, design and implementation of procedures to improve service delivery.
13. To prepare guidance documents, training material and associated documentation to support business change within the department and deliver training as necessary.
14. To be visible to both police officers and police staff to promote Goleudy's roles and remits and encourage engagement.

#### **Role Generic Tasks**

15. To deliver advice and guidance to the point of resolution.
16. To undertake activities and administrative tasks as required.
17. To provide an effective and efficient service to both internal and external customers ensuring confidentiality is maintained at all times.
18. To communicate effectively with internal and external customers.
19. To ensure force systems are maintained and updated effectively in line with business processes.
20. To ensure all work is undertaken is compliant with relevant legislation and force policies and procedures,

keeping up to date with emerging technologies and best practise.

22. To comply and act in accordance with relevant legislation, Dyfed-Powys Police Policies and protocols, including Code of Ethics, Personal Development Review (P.D.R), Equal Opportunities, Health & Safety, Management of Police Information, Data Protection and Information Security.

To view descriptors of the level of responsibility required of this role please [click here](#).

**Note:** This job description (Above) is provided to give post holders a broad outline of the job activities of this post. Dyfed-Powys Police may require other duties to be undertaken which are not necessarily specified on the job description but which are commensurate with the scale of the post. The job description may be amended from time to time within the scope and level of responsibility relevant to this post.

## Skills / Attainments [to be evidenced on application]

Only evidence against these **FIVE** attainments on your application form

	1. Must have proven experience of dealing with challenging and emotional situations. (E)
	2. Must be able to undertake research, analyse data and produce logical, informed solutions and recommendations. (E)
	3. Must have familiarity with the criminal justice system including an understanding of safeguarding issues and related legislation. (E)
	4. Must have a proven ability to work effectively with a minimum of supervision, organising and prioritising own workload (E)
	5. Must have the ability to communicate through the medium of Welsh to Level 1 (E) <a href="#">[Click here]</a> for the DPP Welsh Language requirements]

## Other skills / experience / knowledge needed for the role and may be assessed during the interview process

	1. Must be able to demonstrate the ability to effectively prepare and deliver training. (E)
	2. Must have the ability co-ordinate and carry out needs and risk assessments and develop risk management plans (E)
	3. Should have experience of mentoring, coaching or supervising others. (D)
	4. Should have experience of co-ordinating referrals to and liaising with statutory and non-statutory organisations. (D)
	5. Must possess a Diploma level qualification, or have proven, relevant experience bringing the role holder to a comparable level (E)
	6. Must have effective written and oral communication skills, with an ability to communicate with people at all levels of the organisation (E)
	7. Must demonstrate proficiency at working to a high degree of accuracy and show attention to detail (E)
	8. Must have effective keyboard inputting skills (E)
	9. Must be computer literate, proficient in the use of Microsoft Word and Excel (E)
	10. Must be able to travel within the force area as required by the role (E)
	11. Must demonstrate a practical approach to problem solving (E)

**KEY: (E)** – Essential / **(D)** – Desirable

**Please Note:** At interview candidates will be assessed against the criteria detailed in the following link [Click here](#). Further details on the interview process are provided as part of the candidate information pack.