

JOB PROFILE

POST TITLE:	Victim and Witness Care Officer
GRADE:	D
DIRECTORATE:	Local Policing, Operational Support
RESPONSIBLE TO:	Victim and Witness Care Supervisor
LOCATION:	Malvern
JOB PURPOSE:	To provide appropriate support to victims and witnesses of offences which are subject of a Prosecution, Trial or Committal.

MAIN RESPONSIBILITIES:
<ol style="list-style-type: none"> 1. To act as a point of contact for victim and witnesses from the point of charge through to case disposal, providing the appropriate level of information in a timely manner in line with existing requirements. 2. To provide the necessary information from the point of 'charge' and to provide an enhanced level of care and service from the point of 'not guilty' plea, in line with the needs of the individual. 3. To ensure the relevant needs assessment and risk assessment is/are completed and that their needs are understood by relevant partner agencies. 4. To liaise with the Crown Prosecution Service and Her Majesty's Courts and Tribunal Service as necessary to ensure victim and witness attendance at court. 5. To undertake all reasonable and agreed office-based activities to ensure victim and witness attendance at court 6. To provide access and/or signpost the victim and witness to appropriate third party support that is available (including Victim Support) and the available information that is relevant to them. 7. When directed, to provide assistance to specialist Local Policing and Protective Services units the support of victims and witnesses. 8. To maintain the relevant information on IT systems, complying with requirements and data protection principles. 9. To provide updates and outcomes to victims and witnesses in a timely manner through use of available channels

<p>10. To continually review and offer suggestions for the improvement of the service offered from within the existing team, using new and innovative working practices and/or IT</p> <p>11. To promote awareness of the support available to victim and witnesses and undertake activities as required to ensure victim satisfaction.</p> <p>12. To support the criminal justice transformation programme through continually improving the ways we deliver services to victims and witnesses</p>	
<p>13. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.</p>	
Special Conditions:	Working hours between 0730 and 1930hrs within the Flexi-time scheme with a requirement to work outside of core office hours (0800-1800) on a rota as required.
Security level:	Standard

PERSONAL QUALITIES LEVEL: PRACTITIONER
Serving the public
Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Understands the expectations, changing needs and concerns of different communities, and strives to address them. Builds public confidence by talking with people in local communities to explore their viewpoints and break down barriers between them and the police. Understands the impact and benefits of policing for different communities, and identifies the best way to deliver services to them. Works in partnership with other agencies to deliver the best possible overall service to the public.
Openness to change
Positive about change, adapting rapidly to different ways of working and putting effort into making them work. Flexible and open to alternative approaches to solving problems. Finds better, more cost-effective ways to do things, making suggestions for change and putting forward ideas for improvement. Takes an innovative and creative approach to solving problems.
Service delivery
Understands the organisation's objectives and priorities, and how own work fits into these. Plans and organises tasks effectively, taking a structured and methodical approach to achieving outcomes. Manages multiple tasks effectively by thinking things through in advance, prioritising and managing time well. Focuses on the outcomes to be achieved, working quickly and accurately and seeking guidance when appropriate.
Professionalism
Acts with integrity, in line with the values and ethical standards of the Police Service. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and potentially volatile situations. Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required. Upholds professional standards, acting honestly and ethically, and challenges unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from

experience and developing own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to step forward and take control when required.
Decision making
Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options before making clear, timely, justifiable decisions. Reviews decisions in the light of new information and changing circumstances. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.
Working with others
Works co-operatively with others to get things done, willingly giving help and support to colleagues. Is approachable, developing positive working relationships. Explains things well, focusing on the key points and talking to people using language they understand. Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively. Persuades people by stressing the benefits of a particular approach, keeps them informed of progress and manages their expectations. Is courteous, polite and considerate, showing empathy and compassion. Deals with people as individuals and addresses their specific needs and concerns. Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.

PERSON SPECIFICATION
Knowledge: <ul style="list-style-type: none"> • 5 A-C Grade GCSEs (or equivalent) including English Language.
Experience: <ul style="list-style-type: none"> • Experience of working within a customer care environment
Key Skills: <ul style="list-style-type: none"> • Excellent customer service skills. • Ability to build relationships and provide support to individuals dealing with emotional/traumatic issues. • Good oral and written communication skills including the ability to impart critical information and support to a third party through remote means (telephone, digital and/or online) • Ability to work under pressure and to manage and prioritise workload. • Good telephone/Digital Communication skills. • Competent in use of IT, including Windows packages or equivalent,