



Warwickshire  
**POLICE**



West Mercia  
**POLICE**

## JOB PROFILE

<b>POST TITLE:</b>	<b>CASE WORKER (CRIMINAL JUSTICE)</b>
<b>GRADE:</b>	<b>B</b>
<b>DIRECTORATE:</b>	Operational Support, Local Policing
<b>RESPONSIBLE TO:</b>	Criminal Justice Supervisor
<b>LOCATION (S):</b>	Malvern Leamington Spa
<b>JOB PURPOSE:</b>	<p>To provide an efficient case file preparation service in support of case management by providing continuity of support for offenders and victims and witnesses throughout the prosecution process.</p> <p>Extensive use of digital file processes continually linking in with national and legislative requirements.</p>

### MAIN RESPONSIBILITIES:

1. Preparation of Advance Disclosure on Crown Prosecution files in relation to criminal offences, ensuring these are prepared in the set timescales.
2. Respond to a whole range of requests for information received in writing and over the telephone from Solicitors, Insurance companies, third party suppliers, Councils, Courts, Crown Prosecution Service to name a few.
3. To update the LIBRA Q View system following notification of Magistrates Courts adjournments and final hearing results.
4. To up date the Victim and Witness Service in relation to conditional bail for Defendants.
5. Add Victim and Witness information to the Crown Prosecution national Case Management system ensuring timely and accurate digital data transfer to other criminal Justice agencies for continuation of successful prosecution at trial.
6. Research and collate details of court hearing outcomes in the Magistrates and Crown Courts, this entails knowledge of the sentencing guidelines and ensures Alliance and national IT systems are updated accurately to ensure all offender histories are complete.
7. Accurately record, file and retrieve all taped interview media (including all vulnerable witness interviews such as child and adult sex offences) to

support the prosecution case.
8. Make best use of technology in order to support performance and interrogate Force Systems such as Police National Computer, CRIMES/GENIE, Pentip, CRASH, Case/Custody and ARMs to ensure all completed files are MoPI compliant and in line with the Force Retention and Management Information Policy
9. In promotion of Restorative Justice national guidance to manage all out of court disposals such as Conditional Cautions where the penalty is Victim led, Drug referral/rehabilitation schemes , education over prosecution outcomes for all ranges of offences.
10. In commencement of initial court hearing of a custody initiated offence. To set first court dates on Case Preparation Force system to interface with Courts and Crown Prosecution Service systems to ensure all agencies are aware of the first court appearance being set within national and locally agreed timescales.
11. In commencement of initial court hearing to create a Postal Requisition, to set a court hearing date and create the relevant charge and Stream lined Digital File with relevant offence wording and/or Local Order. Informing the court and sending the postal requisition to the defendant at the same time.
12. Supply information to Solicitors and insurance companies ensuring the correct information is obtained and supplied in the appropriate format and within required deadlines. Ensure documentation is edited and released in accordance with the organisational protocols and legal requirements maintaining security and confidentiality of data in accordance with law, policy and procedures.
13. To update IT systems with all case file information, including victim and witness details, for electronic transfer to the Magistrates Courts and CPS for initial hearing.
14. To carry out quality assurance checks on 'out of court' disposal files and information recorded on Force systems.
15. To review Crown Court lists daily to identify sentencing hearings and ensure timely receipt of the final hearing outcome and subsequent updates to local and national IT systems.
16. To prepare antecedent information in line with required of the relevant Practice Direction.
17. To manage a bring forward system to ensure timely receipt of final hearing outcomes for cases remitted to Court areas outside the Alliance.

18. To provide administrative support to Warrants management.	
19. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
<b>Special Conditions:</b>	<ul style="list-style-type: none"> <li>• Frequent Physical Effort required</li> <li>• Exposure to disturbing/unpleasant images or tasks</li> </ul>
<b>Security level:</b>	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:**

- Educated to GCSE/ level 3 or equivalent, with an A – C grade in English and Maths.
- Demonstrative working knowledge of the Criminal Justice System, in particular with regard to criminal and Road Traffic prosecutions.

**Experience:**

- Proven experience of and ability to assimilate and apply complex information.

**Key Skills:**

- Excellent oral and written communication skills.
- Proven ability to work to strict deadlines, managing a high workload whilst balancing competing demands.
- Competent in the use of IT, including Microsoft packages or equivalent.
- Proven ability to file and retrieve data numerically and in alphabetical order.
- Proven ability of working as part of a team.