

## JOB DESCRIPTION

<b>Job Title:</b> Victims First Officer	
<b>Job Family:</b> Business Support	<b>Role Profile Title:</b> BB3 Police Staff
<b>Reports To:</b> Manager – Victims First Hub	<b>Band level:</b> 3F
<b>Staff Responsibilities (direct line management of):</b> Nil	

**a. OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

***The overall purpose of the role is to:*** Respond to victims of, and those affected by crime, by providing individual assessment of impact, risk and need. Where required develop personalised support plans facilitating access into appropriate support services in accordance with needs. Provide resources, interventions and information to clients to help them to cope with the impact of the crime and build resilience. Support those affected by crime in understanding their rights under the Victims Code of Practice.

**b. KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

***The key result areas in the role are as follows:***

1. Engage with victims of crime by providing support, information and referral on to support services and other agencies where required. Provide telephone support and advice to those contacting the Victims First Hub and victims who have been referred by Thames Valley Police.
2. Create, develop, and update personal care and recovery plans for victims of crime, based on assessment of risks and needs, in line with agreed procedures.
3. Liaise with multiple services using different processes to ensure, practical and emotional support is delivered in line with the statutory Code of Practice for Victims of Crime. This includes working closely with domestic abuse services and services which support victims of rape and sexual violence.
4. Provide telephone support using agreed intervention models or to obtain service user feedback.
5. Maintain accurate records of contact, information received and action taken to ensure confidential case management records for monitoring and evaluation purposes.
6. Maintain a process of monitoring incoming work, prioritising workloads based on demand, risk and vulnerability, and responding appropriately to safeguarding concerns.
7. Triage high risk needs assessments, including completing Domestic Abuse, Stalking and Harassment (DASH) risk assessments and safety planning and respond appropriately in line with different service procedures.
8. Comply with time constraints (in a high pressure environment), quality standards, data protection and information security requirements; upholding the values of the Office of the Police and Crime Commissioner and Thames Valley Police.

**c. DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources.

<b>Further Comments:</b>
The ability to work at pace and a flexible approach to working is essential.
The role holder must actively contribute to the overall performance objectives of Victims First, Office of the Police and Crime Commissioner for Thames Valleys Strategic Priorities, the Criminal Justice system and Code of Practice for Victims of Crime.
Ability to make considered decisions whilst operating in a stressful environment to take positive and decisive action in relation to immediate safeguarding concerns within the context of national protection guidance and legislation. There is an expectation that a varied and wide range of cases will be dealt with, including some of a sensitive and/or distressing nature. Personal resilience as well as discretion, integrity and empathy are therefore essential requirements of the role
Building local knowledge of available services and to proactively identify any gaps in service and/or service delivery to inform future development.
The Victims First Hub is co-located with the Witness Care Unit in the Berkshire Fire and Rescue Headquarters, and there is an expectation the role holder will form and maintain positive professional collaborative working relationships.
Attend relevant training and team meetings to improve performance.
Sound judgement and appropriate decision making ability, including an understanding of when to escalate cases involving risk of significant harm to clients or others, or involving disclosure of evidence of interest to a criminal justice matter.

**d. CHARACTERISTICS OF THE ROLE**

**Expertise:** Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<b><i>The knowledge or skills required in the role are as follows (essential or desirable):</i></b>	<b><i>E/D</i></b>
1. Demonstrable experience of communicating with a wide range of people including very vulnerable individuals or those at point of crisis, with empathy, integrity and through use of effective communication techniques. Experience of providing helpline advice and advocacy.	E
2. Excellent organisational skills with the ability to work on own initiative, prioritise a demanding workload in challenging and changing environments.	E
3. Willingness to learn new IT systems, including the Case Management system in use by Victims First and undertake all CMS administrative and reporting requirements.	E
4. Proven experience of working as part of a team to solve problems and make decisions and with the ability to forge positive relationships at all levels both in and outside the organisation.	E
5. Demonstrable ability to take personal responsibility and show resilience when dealing with conflict and vulnerable/distressed callers, and to demonstrate good decision-making when under pressure.	E
6. Proven and substantial understanding of Safeguarding legislation and principles, including the Care Act 2014 and The Children's Act 1989 and 2004.	E
7. Proven understanding of Safeguarding legislation and principles.	E

8. Knowledge of the Criminal Justice system and processes in relation to court procedures.	D
9. Ability to act in a confidential manner with sensitive information, aware of and have the ability to comply with Data Protection and its implications.	D
10. Experience of working in a customer care environment.	D