



Job description

Job title:	Support Worker
Department:	VOICE for Victim and Witnesses Northampton
Reporting to:	Team Leader
Salary Scale:	4 – (£19,519 – 21,616)
Hours of Work:	37

Purpose of the job Wrap-around enhanced seamless service

VOICE for Victims and Witnesses is transforming services in Northamptonshire to become a visionary one-stop-shop for practical and emotional support helping victims and witnesses cope and recover from the impact of crime and a witness care facility that ensures our clients are fully supported through trials and receive the information, explanation and guidance they need throughout the justice process.. It provides consistency of service to victims and witnesses and relieves some of the pressure on front-line policing.

This new way of working provides victims and witnesses with a single point of contact which is capable of arranging a wide range of short and long-term support, either through Voice's own services or through accredited third sector providers, local statutory and community services.

The provision of information from first contact through to the end of the court process means that victims and witnesses are always kept informed and engaged.

Main Duties

1. Undertake initial victim contact by telephone to improve and maintain rates of successful direct contact made and provide up-to-date and relevant information to victims

2. Prioritise and organise workloads to ensure victims and witnesses are warned for court and kept informed of hearing outcomes adhering to requirements within the Victims Code of Practice and the Witness Charter
3. Carry out a service needs assessment following agreed processes and timescales. Where victims and witnesses are required for court, organise accommodation, interpreters, travel, prisoner productions and any other means to ensure victim and witness attendance
4. Identify service needs, record the results of the assessment and provide a tailored response to every victim and witnesses needs
5. Facilitate the delivery of identified needs by referral on to another appropriate service on behalf of the victim or witness using agreed processes, or by directing referrals to an appropriate colleague
6. Manage victims and witnesses immediate service needs, where necessary
7. Contribute towards risk assessment processes and use safe contact methods with all victims respecting confidentiality, follow agreed processes for contacting victims of sexual violence, domestic violence, people bereaved by homicide and young people and children
8. Maintain contact using agreed processes to check that the service has been delivered appropriately or if there are any new service needs. Engage with witnesses post charge and obtain relevant information, ensuring it is passed to the CPS in a timely manner
9. Respond to queries from Court, re-prioritising work in order to carry out additional tasks as requested by the Caseworker, Prosecutor, Barrister or Judge. Monitor daily court list changes and update victims and witnesses as required. On rare occasions, attend court if required by the Judge, Magistrates or to support the needs of the victim or witness
10. Support prosecution cases by ensuring completion of further statements and special measures information. Task police to complete statements or in cases of short timescales arrange for the relevant information to be passed to the lawyer. Use professional judgement on information that may be of evidential value and pass to the appropriate organisation
11. Alert a line manager to any problems that cannot be readily resolved
12. Record all contacts with victims and witnesses securely and accurately, in accordance with procedures for monitoring and evaluation purposes.
13. Develop productive working relationships with colleagues and stakeholders. Be flexible, assisting with colleague's work in absence, take ownership of queries and issues and manage successful resolutions
14. Liaise with appropriate victim support agencies, Police, CPS and HMCTS colleagues to contribute to the effective running of the service
15. Ensure that the standards and procedures of Voice are observed, particularly those relating to safe practice, confidentiality and information sharing.

Generic responsibilities

1. Develop a culture and systems that promote equality and value diversity
2. Promote a health and safety culture within the workplace

3. Manage personal resources and own professional development
4. Support Regional Fundraising efforts
5. All information must be maintained in accordance with the Data Protection Act
6. Undertake other activities as required

Travel

1. Travel may occasionally be require

Unsocial Hours

1. Able to work flexibly including evenings and weekends.

Person specification Job Title:

Support Worker Department: VOICE for Victim and Witnesses, Northamptonshire

Knowledge and Experience

Essential

1. Previous experience of working within a statutory, voluntary, community, private social care or customer service environment dealing with members of the public, successfully managing conflict, difficult and sensitive situations. Demonstrable ability to influence people, whilst remaining professional and impartial. (s)
2. Experience of working in a fast paced environment, adhering to deadlines and delivering results through effective planning and organisation of own workload, demonstrating the ability to prioritise and manage demands, even under pressure. (s)
3. Demonstrate the ability to respond to change in the working environment by showing a willingness to adapt and be flexible in changing circumstances, seeking advice from others when change occurs and maintaining work standards as circumstances change. (s)
4. Appreciation of the importance of confidentiality and safe working practice. (s)
5. Ability to demonstrate level of awareness of equality and diversity issues appropriate to this role. (s)

Desirable

1. Understanding of the impact of crime, with knowledge of the Criminal Justice System and relevant local agencies and resources.

Skills and abilities

Essential

1. Excellent verbal and written communication skills demonstrating an ability to confidently relate to a broad spectrum of people in a tactful and sensitive manner. To demonstrate empathy and control own emotions. (s)
2. Good knowledge and experience with Windows based computer applications within a working environment. (s)
3. Able to work flexibly, including some evenings and weekends (s)
4. Experience of diverse team working, demonstrated by an understanding how own objectives fit into team objectives. Builds effective working relationships with a flexible attitude to team roles. (s)

Desirable

1. Promote the interests and values of Voice
2. Demonstrates sound problem solving skills and ability to make appropriate judgments and decisions, offering practical ideas and innovative solutions but, knowing when to refer upwards for a decision
3. Knowledge of Force and Partner Agency IT systems

(s) = Shortlisting Criteria (9)