

**JOB DESCRIPTION & PERSON SPECIFICATION**

**Director Area: Childrens Services**

**Job Ref Number: 5142**

**Service Area: Future4Me Team**

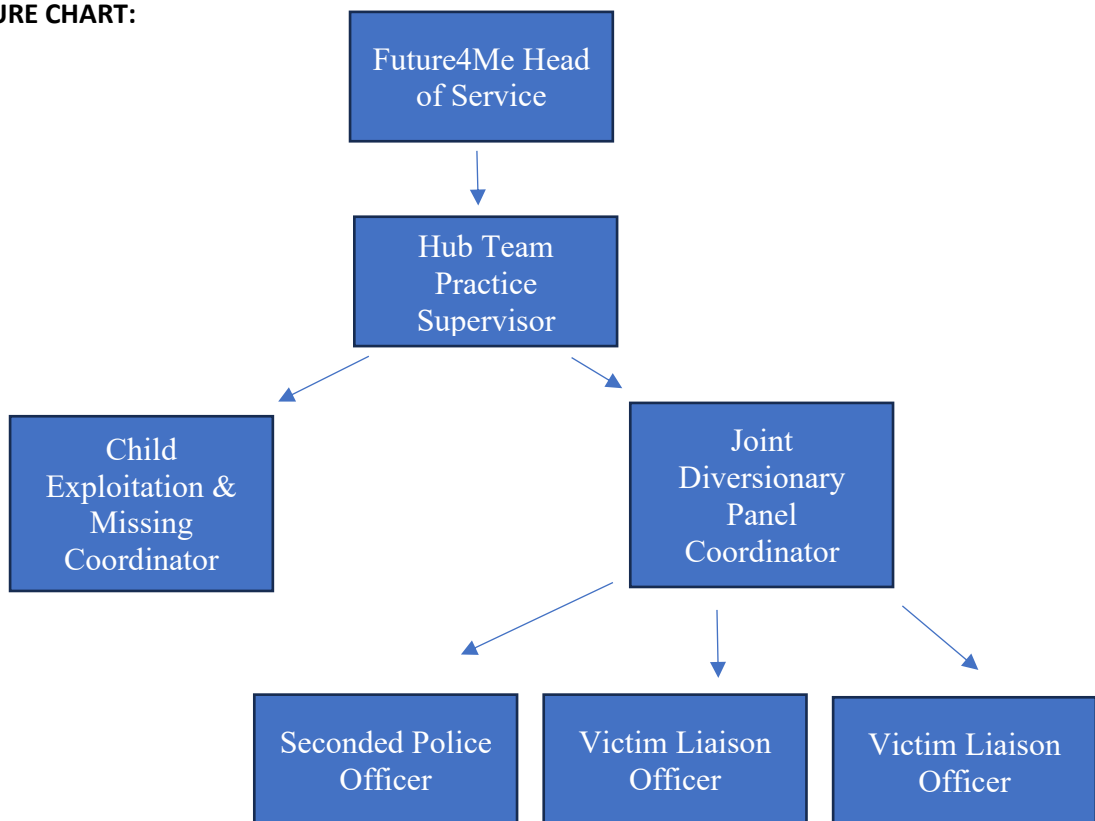
**Grade: 7**

**Job Title: Victim Liaison Officer**

**PURPOSE OF JOB:**

The Victim Liaison Officer (VLO) role provides an opportunity to contribute to the delivery of victim services within Lincolnshire’s Youth Justice Service and to ensure we meet the obligations of The Victims’ Code. The role involves working directly with victims of offences committed by children. The VLO works to ensure that victims are informed and updated, that their voices are heard, that they are able to engage in Restorative Justice where appropriate and that they are supported to access additional services and support as required. The role involves working closely with Youth Justice colleagues who deliver intervention to children but also supporting and developing the entire team to ensure the best outcomes for victims.

**STRUCTURE CHART:**



**MAIN DUTIES:** The specific accountabilities of this role will be flexible and will change to meet the needs of the organisation as required but will include (or be equivalent in nature to) those listed below:

1	To enable victims of offences committed by children to engage in Restorative Justice processes and to ensure that their views are integral to youth justice practice. To act as a point of contact in the facilitation and sharing of relevant information with victims of crime to ensure their understanding of the Criminal Justice system, Restorative Justice and sentencing process at all appropriate junctures.
2	To ensure that the impact of the offence, as perceived by the victim, is relayed into both diversionary and court proceedings and decision-making processes.
3	Where ongoing support is required to provide this in a sensitive and confidential manner and to signpost/support access to other support agencies as appropriate.
4	To inform relevant Youth Justice staff of the victim's wishes, to support the delivery of direct Restorative Justice where appropriate and to inform and update victims of the progress of children subject to interventions.
5	To accompany victims to referral panels as appropriate and to undertake work with victims in a sensitive, respectful and non-judgmental manner paying particular attention to confidentiality.
6	To assist the wider team in making more accurate assessments of the seriousness of the offence and risk management.
7	To act as a role model to others helping them to manage uncertainty and to respond positively and creatively to changing expectations in relation to victim standards. To contribute to the development of individuals across the team; coaching, mentoring and motivating staff to contribute to an excellent service for victims.
8	To support others so that all work is in line with the Victims' Code of Practice and to ensure that the Youth Justice Boards effective practice requirements and performance measures are met. To help to review protocols and policies for working with victims of offences committed by children.
9	To act as the contact link between partnership agencies, Victim Support, Children's Services and all other identified agencies as needed, to establish appropriate responses to the needs of the victim.
10	To contribute when required, to the training and supervision of staff/volunteers/sessional workers who operate within the Youth Justice Service. To participate in awareness raising events for Youth Panel Magistrates and other relevant stakeholders as required
11	To exercise high levels of initiative and independent action to deliver an effective service to victims of offences committed by children and to advise senior management of issues that have service level, strategic and legislative importance within the service and across the council. To support the production of guidance materials on policies, precedents and regulations as required.
12	To attend regional and national forums related to supporting victims in the development and delivery of best practice.
13	To work in close harmony with case managers within the Youth Justice Service, the Police and the Probation Service. Contribute to a range of Youth Justice processes including the development of Referral Order contracts, prohibited

	activities, reparation placements and licence conditions following release from custody.
14	To develop knowledge of, engage with and signpost referrals to all key agencies which operate to support victims of crime including those providing complex and specialist counselling services.
15	To provide day-to-day leadership, mentoring or support, as appropriate, to deliver the agreed priorities, and to embed new ways of thinking and working, whilst working collaboratively with commissioning teams.
16	Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.
17	Ensure effective performance management to deliver outcomes in line with service delivery contracts.
18	Provide expert advice and guidance as appropriate for own area of expertise.
19	Deliver a personal portfolio of projects and/or specific work.
20	Maximising the impact of resources and value for money to achieve improved outcomes for the Council
21	<p>Ensure the way in which resources within the area of responsibility are managed reflects the agreed culture and style and standing orders of the County Council. Operate frameworks for Quality Assurance, using agreed appropriate performance standards and review processes with commissioners, and monitor delivery against commissioned requirements.</p> <p>Ensure Council resources are optimised and utilised effectively and efficiently. Look to continuously improve services in area of responsibility, identifying where possible, value for money savings and managing within allocated budgets.</p>
22	Create a positive image of the County Council as an employee. Deliver excellent customer service, incorporating the Council's equality and diversity objectives and supporting the council to achieve best practice in all it delivers
23	Take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self - service to achieve maximum cost effectiveness.
24	Accountable for the safekeeping, correct use and maintenance of the resources used including mobile phone, manual data, and IT equipment including laptops, mobile phone and lone-working device.
25	To create effective interaction with local community safety partnerships, partner agencies, court users, regional and national Youth Justice organisations aimed at reducing and preventing youth crime.
26	Post holder will be required to adhere to lone-working policy's when meeting with victims in the community or within the victim's home address.
27	Providing an integrated approach to performance management, quality standards and service delivery in youth justice.
28	Developing and maintaining strong, positive working relationships with commissioners, their teams/partners and across service areas as appropriate.

**PERSON SPECIFICATION**

Requirements	Where identified*	Essential	Desirable
Significant experience of working in a Youth Justice or victim focused role.	A	YES	
NVQ Level 3 qualification (or equivalent)	A	YES	
To have a comprehensive understanding of systems, legislation and guidance linked to both Youth Justice and victims of crime.	A & I	YES	
To have knowledge of Restorative Justice principles and to be able to demonstrate experience of involvement in a range of restorative processes or outcomes.	A & I	YES	
To have the ability to communicate with a wide range of people including victims, children, colleagues, partner agencies and members of the public	A & I	YES	
To have the ability to gather and convey sensitive information in an empathic manner and to maintain confidentiality.	A & I	YES	
To have the ability to share information with others which may invoke an emotional or challenging response and to manage these responses in a professional, supportive and appropriate manner.	A & I	YES	
The ability to present and deliver training to wide-ranging audiences.	A	YES	
Proficient information and IT skills to enable effective communication with internal and external agencies, production of reports and to maintain electronic case files using the Youth Justice Service management information system.	A	YES	
The nature of the work requires a high level of flexibility and time management skills in order to effectively manage conflicting demands. The post holder may be	A & I	YES	

required to work unsociable hours due to the availability of victims.			
Post holder must have a full driving licence and access to a vehicle.	A	YES	

\*A = Application form      T = Test/Assessment      I = Interview      P = Presentation

**GENERAL**

The postholder is required to take personal responsibility for contributing to organisational transformation and changes in ways of working, maximising the benefits and efficiencies for both internal and external customers, including the promotion and use of self-service to achieve maximum cost effectiveness.

The postholder is expected to work to the Lincolnshire County Council Core Values and Behaviours and to carry out the duties in accordance with Lincolnshire County Council policies.

**Other Duties** - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

**Safeguarding** - All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Lincolnshire County Council Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.