

# JOB DESCRIPTION



<b>Role title:</b>	Witness Care Officer
<b>Grade and salary:</b>	Grade D - £21,018 - £25,353
<b>Hours:</b>	37 hours per week
<b>Department or Division:</b>	Criminal Justice, Witness Care
<b>Location:</b>	Derbyshire Constabulary Force Headquarters
<b>Post reports to:</b>	Witness Care Unit Supervisor
<b>Suitable for job share or part-time:</b>	Suitable for job share
<b>Other considerations:</b>	All successful applicants will be required to submit themselves for drug testing in line with the Force's Drug Policy.
<b>Date last reviewed:</b>	January 2023

## PURPOSE AND DESCRIPTION OF JOB ROLE:

To be the single contact point for victims and witnesses in the provision of enhanced levels of information and support by a needs assessment approach, and the liaison point for police officers and other criminal justice agencies and victim service providers during the court process. Working as part of a team, to improve witness satisfaction and reduce the number of ineffective trials.

## SPECIFIC ROLES AND RESPONSIBILITIES:

- To comply with the requirements of Victims Code by communicating information about court hearings to victims and witnesses.
- To act as point of contact for victims after reporting a crime to evaluate ongoing necessary support requirements from the relevant victim service providers.
- Supply information to restorative justice service providers to empower victims to move forward after the criminal justice process is complete.
- Post holder will take responsibility for their own case load and be responsible for carrying out needs assessments for Victims and Witnesses and advising on identified issues to ensure attendance at Court as requested by the Crown Prosecution Service.
- To provide a contact point for Victims and Witnesses involved in the Criminal Justice Process, giving advice and support to increase confidence in the Criminal Justice System.
- To gather and process information, liaising and communicating within and outside the Department, with colleagues, operational officers and other Criminal Justice agencies to reduce the number of ineffective trials.

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- To accurately use relevant computer systems, recording and updating information to ensure an effective service is provided.
- To comply with time constraints, quality standards, data protection and information security requirements.
- To uphold the Force's Values of "Doing the right thing", "Making a difference" & "Shaping the future"

## SKILLS AND EXPERIENCE REQUIRED:

### Essential:

- GCSE English Language Grade 'C'/4 above or proven experience communicating at this level to relay information effectively.
- Strong computer and keyboard skills to include the input and retrieval of data from a computerised system and the use of e-mail alongside experience of using Microsoft Word and Excel
- Experience of communicating with a wide range of people, including the general public, both verbally and in writing.
- To work under pressure and meet tight deadlines
- To use your own initiative and prioritise workload.
- To work as a team to solve problems and make decisions.
- Experience of working in a customer care environment.

### Desirable:

- Knowledge of the Criminal Justice system
- Knowledge of processes in relation to Court procedures
- Involvement in local community forums (e.g. Voluntary services, local care groups etc.)

## PERSONAL QUALITIES:

We have identified nine competencies that help describe what effective behaviour looks like in Derbyshire Constabulary. These competencies illustrate how we put our Force's guiding principles into practice so that everyone understands what is expected of them in their day-to-day work:

**Acting with Integrity:** Is trusted and respected by others and is known as someone who does what they say they'll do. Understands the impact and consequences of doing (and being seen to do) the right thing, is happy to raise concerns and will challenge inappropriate or unethical behaviour.

**Working with others:** Works to develop a positive team spirit and appreciates the value different backgrounds and experience can contribute to team success. Is approachable and inspires others to do their best. Treats others with dignity and respect, and maintains a positive, friendly outlook. Appreciates the contributions of others – and lets them know.

**Problem solving and innovation:** Uses experience, creativity and common sense to solve problems practically and innovatively. Makes sure they fully understand the problem, its cause and implications. Seeks the input and views of others. Weighs up options to make sure the solution they choose is the most effective and makes good decisions in a timely way.

**Planning and organising:** Is clear about their goals and creates plans and processes that are targeted at the right priorities – those that will truly deliver the most value. Copes well with change

and uncertainty, knows that it's not always possible to get the full picture or remove every risk before taking action.

**Communicating and influencing:** Presents written and verbal communication in a clear and effective way. Puts across points of view persuasively, but keeps an open mind and is willing to change their position if sound arguments are presented back.

**Personal development:** Takes opportunities to improve their skills, knowledge and experience. Gives and seeks constructive feedback to help them and others develop successfully.

**Delivering results:** Delivers what is needed when promised. Enjoys adding value, knows what needs to be done and stays focused. Identifies issues or obstacles that could prevent or delay getting things done and takes appropriate action.

**Customer focus:** Knows how they personally support the service we provide to the public. Is absolutely passionate about adding value for the public and internal stakeholders, improving processes and removing unnecessary cost and waste. Understands how their attitude and behaviour impacts on public perception of the service we provide.

**Operational and technical awareness:** Keeps well-informed and knows what internal and external factors could impact on our performance. Promotes and pushes activity that improves performance and our service to the public. Is knowledgeable and effective in their area of expertise.