

## Independent Victim Advocate

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**Department:** Justice and Home Affairs

**Division:** States of Jersey Police

**Reports to:** Victim and Witness Services Manager OR  
Specialist Domestic and Sexual Abuse Service Manager

**JE Reference:** JHA1053

**Grade:** 8

**JE Date:** 10/9/2021

### Job purpose

To ensure the delivery of excellent services to victims of crime through the direct provision of information and practical and emotional help, ensuring that the overall aim of helping people cope and recover from the effects of crime is achieved.

### Job specific outcomes

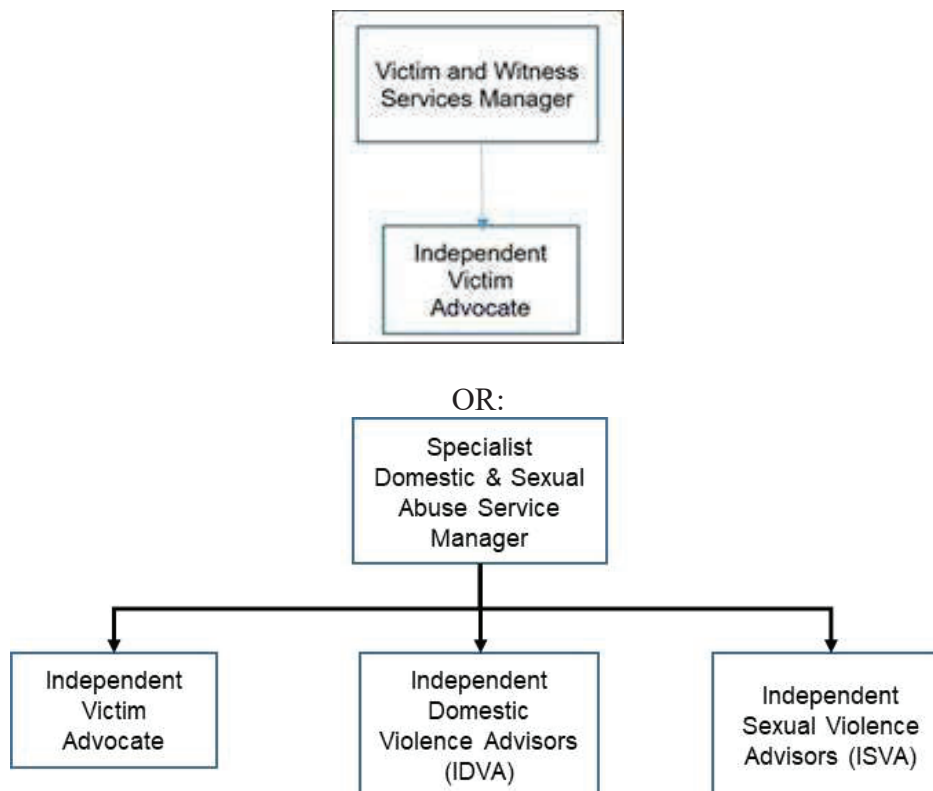
1. Ensuring a timely telephone contact with referrals from police, other agencies and self-referrals for all victims of crime
2. Carrying out effective need and risk assessments of the victim and circumstances; assessing individual level of need, possible options for support or signposting to suitable additional services through other agencies and managing risks.
3. Ensuring the victim is aware of their rights under the Victim's Charter
4. Help victims to navigate the criminal justice systems through information, provision and advocacy with the police and other agencies from report to court.
5. Provide emotional and practical support for complainants and witnesses at Royal and Magistrate Court Criminal trials
6. Identify practical remedies, and building understanding of what has happened, provide reassurance and encouragement to victims to support them to cope and recover.
7. Maintain accurate and confidential records, and contribute to monitoring information and outcomes for the service,
8. Understand the policy and procedures involved in safeguarding children and vulnerable adults.
9. Participate in regular supervisions, reviews and appraisals.
10. Comply with data protection legislation, confidentiality and information sharing policy and procedures.
11. Comply with Government of Jersey procedures, policies, and professional codes of conduct to uphold standards of best practice.

12. Cover any other duties at the request of SoJP in pursuance of managing services requirements in a timely, efficient and effective manner.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Organisation chart



### Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	5 GCSE's	A level, Foundation or U/G Degree in a relevant subject
<b>Knowledge</b>	<p>Knowledge of Criminal Justice System and the victim charter.</p> <p>Knowledge of safeguarding issues, confidentiality, and safe working practice.</p>	<p>Knowledge of risks and needs assessment.</p> <p>Knowledge of civil and criminal justice remedies for victims of crime.</p> <p>Knowledge of the effects of trauma and trauma informed practice.</p>
<b>Technical / Work-based Skills</b>	Competent IT skills, including Microsoft word, excel and case management systems	
<b>General Skills/Attributes</b>	<p>Excellent communication and advisory skills, both written and verbal.</p> <p>Organised methodical approach to work.</p> <p>Able to plan prioritise and organise workload.</p> <p>Able to work as part of a team as well as on own initiative.</p>	
<b>Experience</b>	Experience of managing a caseload to prioritise work and deal with competing demand, demonstrating and organised and methodical approach.	
<b>Criteria relating to Safeguarding</b>	<p>Knowledge and application of safeguarding procedures</p> <p>Requirement for high levels of confidentiality, integrity, tact, resilience and discretion, which are essential when dealing with sensitive intelligence and other information.</p>	Understanding of the effects of trauma and the importance of trauma informed practice

### Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 5 core accountabilities attributes and behaviour indicators.

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.