

Victim & Witness Services Manager

Department: Justice & Home Affairs

Division: States of Jersey Police- Victim Services

Reports to: Detective Superintendent

JE Ref: JHA1054.2

Grade: CS12

JE Date: 24/04/2023

Job Purpose

To assume overall responsibility for the strategic development and operational management of Victim Services provision that includes Dewberry House Sexual Assault Referral Centre, Victims First Jersey, and Intermediary Service Jersey.

Job Specific Outcomes

Working to promote the interest of victims and witnesses, encouraging good practice in their treatment, and providing local leadership and change and raising awareness of victim and witness issues.

Helping to ensure a consistent view of the Criminal Justice System from a victim or witness perspective.

Highlighting and promoting the needs of victims of crime ensuring they are best able to cope and, as far as possible, recover from their effects of crime.

Develop wide-ranging strategic working relationships with stakeholders, including individuals and organisations, victims of crime, Criminal Justice Agencies, service providers, third sector organisations, as well as the media.

Identify and actively promote examples of good practise and in doing so make proposals to Government of Jersey, States of Jersey Police and Victim services Board to deliver the most effective outcomes.

To be accountable for the safe, high quality forensic services and psycho-social service to those who attend the Sexual Assault Referral Centre. This includes health and safety, risk identification and management, infection control, forensic anti-contamination processes, forensic sample disposal and information governance including secure medical records.

Lead Victims First Jersey staff, by ensuring quality emotional and practical support for those navigating the Criminal Justice System, including attending Royal or Magistrate court. This also includes the Young Person Witness Service that enhances and promotes child friendly criminal justice processes.

Develop and lead the Jersey Intermediary service, a communication specialist service to help vulnerable children, young people and Adults, victims and witnesses give evidence to the Police and Criminal Court trials.

Provide accurate monthly statistical evaluation of each victim service provision to the Victim Services Board and Chair.

Ensure compliance with all Government of Jersey Policies and procedures including service complaints championing openness and responsiveness to complaints comments and questions. Prepare disclosure requests, audits for Serious Case Reviews and participation safeguarding escalation procedures.

Lead operational functions, including the utilisation of resources and joint budget management (1.3 million) and delivering solutions to operational issues. This will ensure that Victim Services fulfil their function of protecting and supporting vulnerable islanders and secure value for money.

Ensure Dewberry House, Sexual Assault Referral Centre, Victims First Jersey, and Intermediary Service Jersey complies with relevant legislative and safeguarding requirements including health and safety legislation, data protection, child protection and protection of vulnerable adults.

Provide support and project management of the development of the Victim Advocacy Centre, including the voice of victims and witnesses through workshops and network groups.

Direct and deliver training programs for stake holders and staff including Crisis Workers and Independent Victim Advocates to ensure it is of the highest quality, commensurate with needs that improve awareness and best practise within victim services.

Lead, manage and develop all staff including Team Leaders, to deliver on time and quality standards, set objectives, monitor workload, undertake appraisals, management of sickness absence, disciplinary matters, recruitment, and selection and wellbeing. Commission and manage consultants and contract of services.

Managing the risk around vulnerable victims and witnesses including children, young people, and adults, as well as any risk posed by perpetrators appropriately.

Cover any other reasonable duties at the request of SoJP or GOJ 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.

This role is politically restricted. The jobholder is not permitted to undertake political activity involving standing for election to the States or as a Parish Constable, or publicly supporting someone who is standing for election or playing a public part in any political manner.

Organisational Structure



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	A relevant degree and/or equivalent experience in a criminal justice related field.	The post holder will be expected to complete and

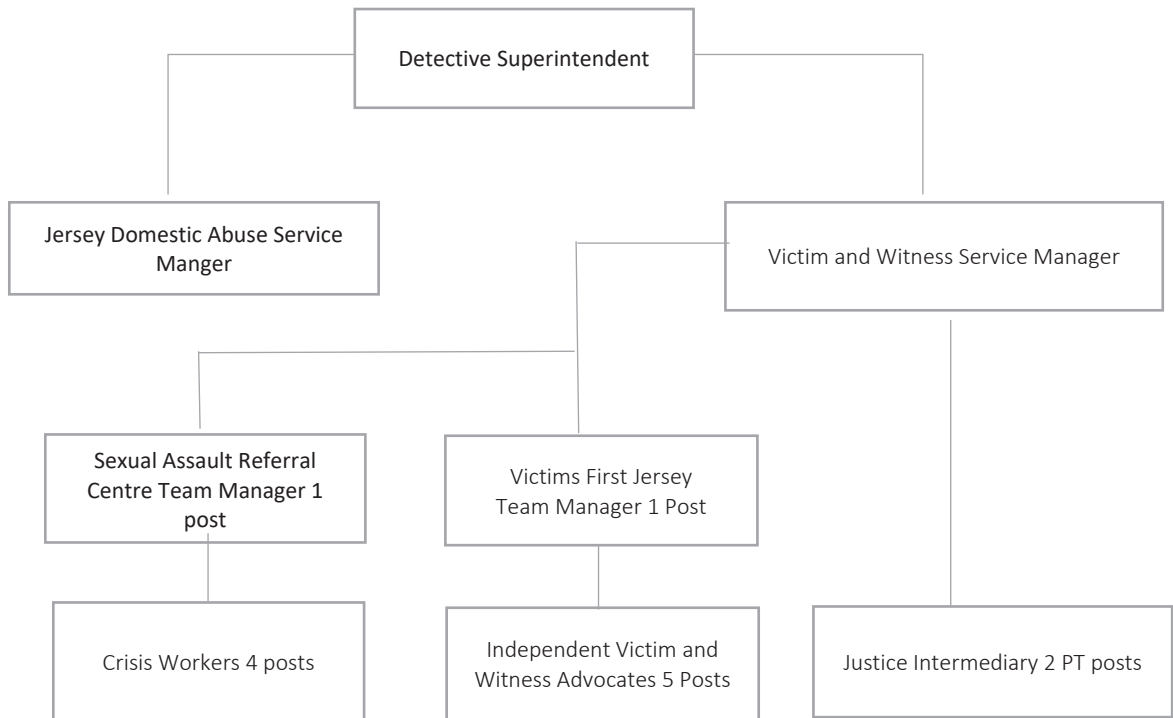
<p><i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Management or leadership qualification or relevant experience.</p> <p>Project Management qualification.</p>	<p>pass relevant training, including</p> <p>IDVA- Independent Domestic Abuse Advisor</p> <p>ISVA- Independent Sexual Violence Advisor</p> <p>PTLLS Qualification (Preparing to teach in the lifelong learning sector)</p> <p>Safeguarding</p> <p>Media Training.</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Knowledge regarding child and adult safeguarding, mental health, sexual health, health, and safety guidelines</p> <p>Knowledge of the Criminal Justice system, police investigation methodologies, the prosecution process and awareness of the needs of victims of crime to cope and recover.</p> <p>Knowledge of the requirements of Forensic Standards of a Sexual Assault Referral Centre from the Forensic Standard Regulator.</p> <p>Knowledge of HR, and employment policies. Knowledge of cooperate policies such as data protection, Freedom of Information and Financial directions.</p> <p>Demonstrate knowledge and understanding of the challenges that Jersey faces for the future.</p>	<p>Special measures (Criminal procedure Law)</p>

	<p>Detailed understanding of the strategic direction, legislative and political frameworks of the Government of Jersey and ability to operate at the highest level within them.</p> <p>Understanding of organisational and cultural change in the public sector. Ability to contribute to change projects, from a position of knowledge and experience.</p> <p>In depth understanding of ways to work effectively with a diverse range of stakeholders including through co-production.</p> <p>Trauma informed practice.</p>	
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent and persuasive and communication skills, which a high level of political sensitivity to establish effective working relationships with senior leaders, politicians, professional staff, and a wide range of people from industry, statutory and voluntary sector organisations.</p> <p>Excellent written communication skills, e.g. writing proposals, preparing documents, supporting Media releases.</p> <p>Ability to produce high quality, training programs, communication and engagement strategies and media interviews.</p>	<p>Ability to deliver safeguarding supervision</p>

	<p>Excellent leadership skills able to motivate, challenge and develop teams.</p> <p>Exceptionally well organised, able to deal with multiple competing priorities and high workloads.</p> <p>IT-illiterate, ability to use Microsoft products.</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>A strong personal presence; effectiveness and credibility with a diverse range of stakeholders.</p> <p>A high level of professional competence and be able to mediate and network with tact and diplomacy.</p> <p>Confident and self-motivated to work in an environment where there is frequently no direct access to line management input; the post-holder provides the first line of contact for identifying/raising issues with the responsible Victim Services areas.</p> <p>Ability to handle highly confidential and sensitive information and be able to work within data protection requirements.</p> <p>Highly resilient, maintaining effectiveness under significant pressure and when dealing with challenging situations.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or</i></p>	<p>Proven experience in a victim based service or</p>	

<p><i>specialism.</i> <i>This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>relevant experience in a criminal justice environment.</p> <p>Experienced in managing and building teams, with the ability to create, lead and motivate a flexible and responsive team in a rapidly changing area.</p> <p>Working as part of a multi-disciplinary/multi agency team</p> <p>Experienced in managing budgets and operational delivery of multiple teams, including problem solving and managing workloads.</p> <p>Experience of successfully leading the development of multi-agency policy, training, and communications to meet strategic priorities.</p>	
<p>Criteria relating to Safeguarding <i>Other requirements needed to confirm suitability to work with vulnerable people e.g. attitudes, skills, experience etc.</i></p>	<p>There will be exposure to confidential and sensitive issues where the careful and effective handling of such matters is essential.</p> <p>A sound knowledge and understanding of the Children (Jersey) Law 2002 and relevant safeguarding legislation, including protection of Children Act (1999) Care Act 2014 and safeguarding Vulnerable Groups act.</p> <p>Requirement for high levels of integrity, tact, resilience, and discretion, which are essential when dealing with sensitive intelligence and other information.</p>	

Organisation chart



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 tiers 4 core accountabilities attributes and behaviour indicators.