

Intermediary

Department: Justice & Home Affairs

Division: Intermediary Service Jersey

Reports to: Victim Service Manager

JE Reference: JHA1057

Grade: CS09

JE Date: 1/11/2021

Job Purpose

To assist complainants, victims, witnesses, suspects or defendants, children or adults, with communication needs in giving their best evidence during police investigative interviews and during cross examination in court. A person might need assistance with communicating their evidence because of their age or learning, mental or physical disability or disorder or a combination of these. Intermediaries can often be the difference between a person being able to give evidence or not.

Job Specific Outcomes

You will be required to

1. Establish rapport and credibility with a vulnerable witness/defendant and their family/carers, often quickly, in challenging circumstances and at short notice.
2. Accurately assess in detail the vulnerable witness/defendant's receptive and expressive language skills and functional communication abilities using both formal and informal assessment strategies. Also, assessment of the impact of those communication difficulties on emotional state, attention and behaviour will be required
3. Use your assessment findings to develop communication strategies which will enable another professional to communicate with the witness/defendant including understanding questions put to them and communicating their answers back.
4. Describe the communication needs of the witness/defendant to the criminal justice practitioners in the case and work with them to enable the witness/defendant to participate in the criminal justice process. This could include advice on the structure of questions used and concepts that the witness/defendant has difficulty understanding.
5. Where necessary, actively facilitate communication between the witness/defendant and the other parties in the case to overcome a communication breakdown. For example, through the rephrasing of questions without changing their substantive meaning.
6. Provide an impartial professional source of advice and guidance to criminal justice practitioners dealing with vulnerable witnesses/defendants including establishing personal credibility in an often challenging environment to become an ambassador for the ISJ scheme.
7. Write comprehensive detailed reports to a high professional standard on the witness/defendant's communication needs and strategies for managing these needs, which will be used by the court and police officers. This may include justifying any recommendations made and the need for an Intermediary if challenged.
8. Given the potentially distressing nature of many cases requiring an Intermediary, ***potential candidates who have serious reservations about being involved in such cases should consider whether to apply.***

Statutory Responsibilities

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

Organisation chart

Insert an organisation chart showing this role and its line managers and reports

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>This relates to the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant degree and experience in a related field, e.g. speech and language therapy, occupational therapy, special educational needs, learning disability, mental health, psychology.</p>	<p>Professional training and skills in helping children or vulnerable adults with communication difficulties to communicate.</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>Candidates must be able to evidence:</p> <ol style="list-style-type: none"> 1. An ability to establish rapport with children or adults with communication needs. 2. An ability to assess receptive and expressive communication ability, both formally and informally. 3. An ability to develop strategies to enable understanding and communication. 4. Experience in actively facilitating another professional to effectively communicate with a child or vulnerable person. 5. Experience in working with a range of different professionals and abilities to tailor information to make it accessible to all parties. 6. Experience in writing comprehensive reports on a vulnerable person's communication needs, which will be used by the police and the courts. This may include justifying in court any recommendations made and the need for an Intermediary if challenged. 	<p>An understanding of how trauma impacts on communication ability and how to help someone who is experiencing trauma to communicate.</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>Proven IT skills to include Word. Excellent verbal and written communication skills.</p> <p>Excellent interpersonal skills.</p> <p>Attention to detail and accuracy.</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</i></p>	<p>Professionalism: Intermediaries are required to work with a range of different people including vulnerable witnesses and suspects, police officers and legal professionals. They</p>	

<p><i>to delegate, motivation or commitment etc.</i></p>	<p>must be able to adapt their approach accordingly.</p> <p>Credibility: Intermediaries must be able to establish a credible persona with both criminal justice professionals and vulnerable witnesses.</p> <p>Approachability: Intermediaries must present complex information, both verbally and in writing, in an easily accessible form to enable criminal justice practitioners to understand a witness/defendant's communication needs.</p> <p>Flexibility: Intermediaries can often be required to assess a witness/defendant within a matter of hours/days so a flexible approach is required. Intermediary duties can take place at a variety of different locations so willingness to travel is essential.</p> <p>Impartiality: an Intermediary is appointed to serve the police and court and the interests of justice, not the witness/defendant or any particular party in the case.</p> <p>Resilience: Intermediaries may be required to act in emotionally challenging cases such as child protection and sexual offences. Potential candidates who have serious reservations about being involved in such cases should consider whether to apply.</p> <p>Ambassadorial skills: this is a developing profession in the Jersey criminal justice system, so Intermediaries must be able to explain their role and present a credible and professional persona in order to ensure that the Intermediary Service for Jersey is available to vulnerable witnesses/defendants in the future.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or</i></p>	<p>At least 2 years post qualification experience in working with children or adults with communication difficulties.</p>	

<p><i>specialism. 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>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 unsavoury, confidential and sensitive issues where the careful and effective handling of such matters is essential.</p> <p>Knowledge and application of Safeguarding of vulnerable groups.</p> <p>Requirement for high levels of integrity, tact, resilience and discretion, which are essential when dealing with sensitive intelligence and other information.</p>	

Core Accountabilities, Attributes and Behaviour

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 4 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.