

**Job Title: Victims First Jersey- Team Manager**

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<b>Department:</b>	Justice and Home Affairs	
<b>Section:</b>	States of Jersey Police- Victim Services	
<b>Reports to:</b>	Victim Services Manager	
<b>JE Ref:</b>	JHA1116	
<b>Grade:</b>	CS10	<b>JE Date:</b> 24/04/2023

**Job purpose**

To support the Victim Services Manager with the operational and administrative management of the frontline service, Victims First Jersey, including the line management of staff on a day-to-day basis.

The Team Manager will support, motivate, and develop staff to ensure services are delivered to the highest standard and that victims and witnesses are provided with emotional and practical support through the Criminal Justice System including court.

**Job specific outcomes**

Undertake line management responsibility including the provision of supervision and case management for frontline staff.

Support the team and Service Manager to ensure front line services are always delivered to a high standard and in accordance with national best practice and in relation to the Victim and Witness Charter.

Assist with the development of processes and procedures to ensure effective departmental operations and administration.

To organise allocate workload within the unit and deliver an efficient and effective victim and witness care function.

Be responsible for and contribute to ensure trials at both Magistrate and Royal Court are effective in terms of witness attendance via overseeing the processes and procedures involved by the Independent Victim Advocates, including the management of particularly sensitive victim and witness issues.

Represent the service within multi agency partnerships when required and ensure that safety is kept central to the response to Victims and Witnesses of Crime.

Assess and manage the risk around vulnerable victims and witnesses, as well as any risk posed by perpetrators, appropriately and in partnership with other agencies.

Supervise the collection of survey feedback and qualitative data to enable effective monitoring and evaluation to inform service and strategic development.

Plan and deliver awareness training to key agencies and stake holders.

Ensure Victims First Jersey team work in partnership with other victims service departments including third sector organisations.

Provide cross over support for the SARC Team Manager / JDAS Team Manager where appropriate

**Statutory responsibilities**

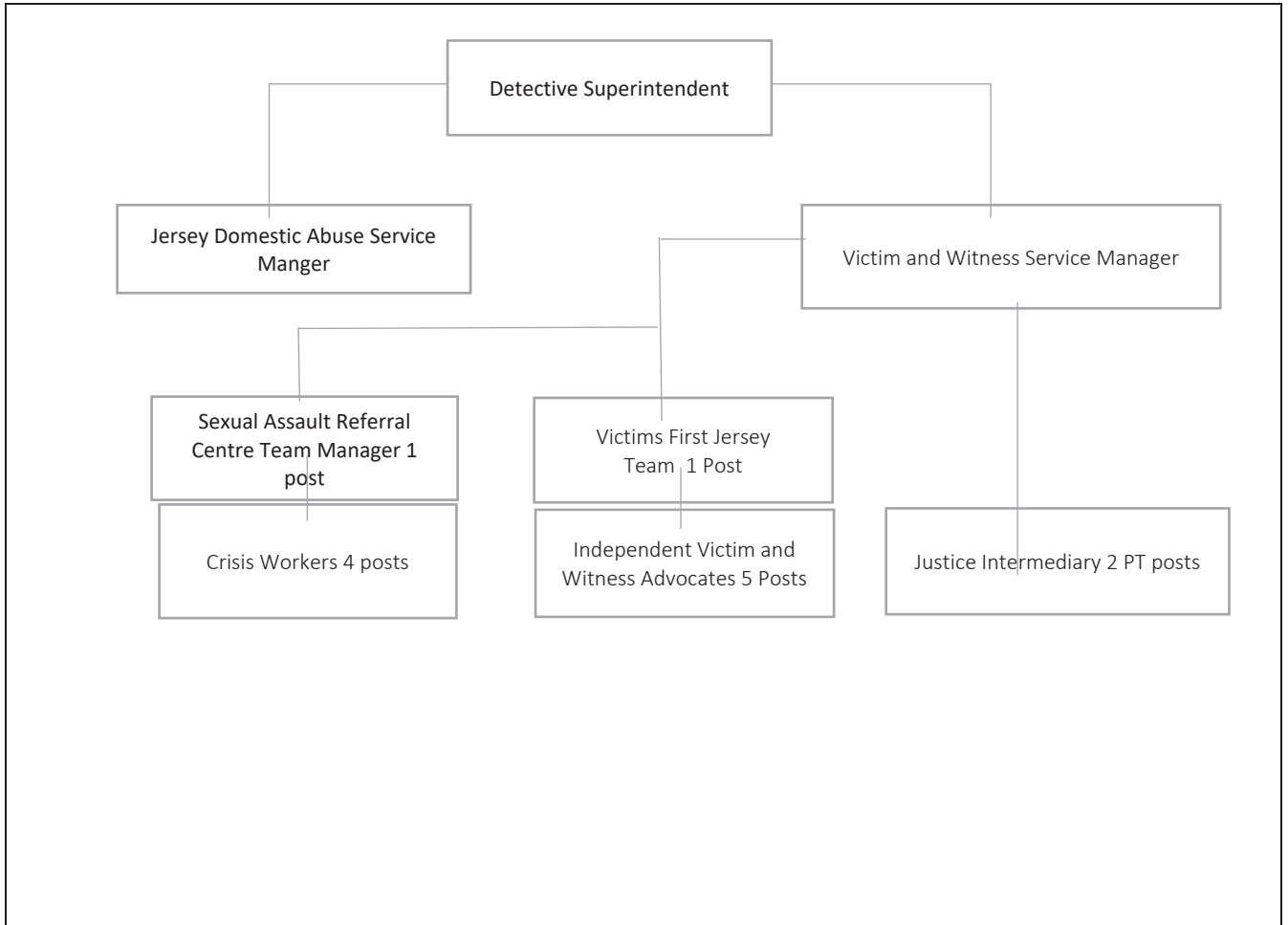
**Organisational structure**

**Government Departments**



**Organisation chart**





**Person Specification**

**Specific to the role**

<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>A relevant degree and/or equivalent experience in a criminal justice related field.</p> <p>Management or leadership qualification or relevant experience.</p>	<p>PTLLS Qualification (Preparing to teach in the lifelong learning sector) Safeguarding</p> <p>The post holder will be expected to complete and pass relevant training, such as Crisis Worker Training, Independent Victim Advocate Training.</p>
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Procedural knowledge of child and adult safeguarding, mental health, sexual health and 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>Trauma informed practice</p>	<p>Experience of working to criminal legislation, including special measures (Criminal Procedure Law).</p> <p>Knowledge and experience of HR and employment policies</p>
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Excellent written communication skills.</p> <p>Driving licence with access to own vehicle.</p> <p>Proven IT skills to include Word and Excel.</p> <p>Understanding of trauma and how to help victims cope and recover.</p>	

	Ability to deliver safeguarding supervision and conduct case management.	
<p><b>General Skills/Attributes</b> <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>Excellent interpersonal skills, including good written and verbal communication.</p> <p>Attention to detail and accuracy.</p> <p>Ability to problem solve efficiently and effectively, quickly adapting to dynamic situations in a rapidly changing environment.</p> <p>Ability to delegate tasks appropriately.</p> <p>Ability to handle highly confidential and sensitive information and be able to work within data protection requirements.</p> <p>A high level of professional competence and be able to challenge, mediate and network with tact and diplomacy.</p> <p>Highly emotionally resilient, maintaining effectiveness under significant pressure and when dealing with challenging situations.</p>	<p>Supervisory or management skills including assisting with recruitment and retention.</p> <p>Evidence of critical thinking skills and the ability to develop teams, ideas and concepts.</p>
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism.</i></p>	Proven experience of working within the Criminal Justice System and ability to demonstrate a clear	

<p><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>understanding of Criminal Justice Processes and procedures and the contribution made by Criminal Justice agencies.</p> <p>Experience in planning, prioritising and manage high workloads with minimum supervision.</p> <p>Working as part of a multidisciplinary/multi agency team.</p> <p>Experience of supporting children and young people through Criminal Justice in accordance with the Young Person Witness service to ensure Child Friendly Justice.</p> <p>Experience of the Criminal Injuries Compensation Scheme and Court Compensation application processes</p>	
<p><b>Criteria relating to Safeguarding</b> <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 laws, policies and procedures to safeguard vulnerable groups.</p> <p>Requirement for high levels of integrity, tact, resilience, and discretion, which are essential when dealing with sensitive</p>	

	<p>intelligence and other information.</p> <p>Oversee / evaluate the application of risk assessment tools and ensure staff are adequately safety planning to ensure client safety.</p>	
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**Personal Attributes**