

ROLE PROFILE	VICTIM CARE OFFICER	 Devon & Cornwall POLICE 
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SECTION 1: PRINCIPAL RESPONSIBILITY

Principal Responsibility	<p>To be a primary point of contact for victims of crime working closely with other functions and partner agencies to ensure the right support options, guidance and information is provided. To provide a quality service for victims to meet their individual needs and help them cope and recover from the impact of crime. In particular to:</p> <ul style="list-style-type: none"> • Thoroughly review all information on Crime systems (including risk assessments) to inform and tailor support to meet individual needs. • Detailed assessment and understanding of victim needs in order to provide specific advice, guidance, signposting and referral information as appropriate to the individual, • Provide verbal minor procedural updates in line with Victim Code of Practice and agreed information sharing guidelines. • Manage varied and complex workloads, with cases at various stages, • Understand and apply the rights within the Victims Code of Practice. Working Practices and Force Policy as applicable to contribute to compliance. • Maintain accurate records ensuring timely updates to any case management system and to any other systems in accordance with the relevant legislation, force policy and good practice. To include accurate recording of any unseen crime and or intelligence. • Build, maintain and continue to develop relationships with external partners such as Victim Services on the Network in support of effective service provision and understanding local practices. • Undertake necessary training and CPD to develop skills, knowledge and understanding of the Criminal Justice System. • Engage with members of the public through a variety of communication methods. • Dealing with callers in emotional distress, assessing risk and using the National Decision Model (NDM) to respond appropriately. This can include engaging with CRC to request a police resource is dispatched. • Understand the provisions of statutory services (for example mental health, social services, early help) to provide appropriate advice to victims. • Provide specialist advice and guidance to colleagues, including training inputs to teams and promotional activity at public events. <p>In addition, there are some functions that are intrinsic to this role. An employer's duty of care and current legislation allows the Force to establish if a potential applicant could carry them out, either with or without reasonable adjustments. These functions are:</p> <ul style="list-style-type: none"> • Lone Working • Working with Disturbing Evidence of Disturbing Circumstances • Working with Vulnerable People • Working in Environment with potential for Conflict, Violence (Verbal/Physical) etc. <p>To assist in ensuring applicants would be able to undertake these functions of the role, a medical assessment via a questionnaire will be</p>
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	undertaken and may subsequently require a consultation with the Occupational Health Support Unit.				
Role Type/Family	Police Staff	Grade	4	Vetting Clearance	RV
Medical Assessment	Enhanced			JE Ref.	C613
Political Restrictions	None specific to this role				
Role-Specific Training and CPD to be undertaken.	<ul style="list-style-type: none">Force and other bespoke systems as required				

SECTION 2: ESSENTIAL CAPABILITIES & EXPERIENCE *(For selection purposes)*

Formal Qualifications required	None	
Essential experience and specialist skills and knowledge	<ul style="list-style-type: none">Experience of dealing with a wide range of people from a cross section of the community, in varying circumstances.Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people, particularly the vulnerable or distressed.Experience of working collaboratively with other agencies (such as statutory, voluntary and community).Proven ability to plan and prioritise a challenging workload.Knowledge and understanding of the Criminal Justice System and Courts processes to be able to comply with Victims Code of Practice.IT skills with the ability to use Microsoft packages including Word, Excel etc. and ability adapt to new Force systems and upgrades as they are introduced.	
Essential Behavioural Competencies	<ul style="list-style-type: none">Effective CommunicationTeamworkingPlanning & OrganisingCommunity and Customer focus	<ul style="list-style-type: none">Respect for Race and DiversityPersonal responsibilityResilience

SECTION 3: BEHAVIOURS

Effective communication

Communicates ideas and information effectively, both verbally and in writing. Uses language and a style of communication that is appropriate to the situation and people being addressed. Makes sure that others understand what is going on.

Teamworking

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions.

Planning and organising

Plans, organises and supervises activities to make sure resources are used efficiently and effectively to achieve organisational goals.

Community and customer focus

Focuses on the customer and provides a high-quality service that is tailored to meet their individual needs. Understands the communities that are served and shows an active commitment to policing that reflects their needs and concerns.

Respect for race and diversity

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Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance.

Personal responsibility

Takes personal responsibility for making things happen and achieving results. Displays motivation, commitment, perseverance and conscientiousness. Acts with a high degree of integrity.

Resilience

Shows resilience, even in difficult circumstances. Prepared to make difficult decisions and has the confidence to see them through.