



**JOB DESCRIPTION (JD)
AND EMPLOYEE
SPECIFICATION (ES)**
Standard Template

JOB TITLE:	Youth Justice Victim and Restorative Justice Officer		
GRADE:	G8	SERVICE AREA:	Youth Justice Service
JOB CODE:	CHI361VICTG8		
REPORTS TO:	Team Manager	LOCATION:	Council House
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> Enhanced DBS disclosure is required for this post Ability/willingness to travel from location to location Expectation to work evenings and weekends on a rota basis This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. 		

1. Main purpose of the job role:

- To work as part of a multi-agency team to provide an integrated approach to delivering services to achieve the principle aim of the Youth Justice Service – to prevent and reduce offending by children and young people.
- To support Walsall Youth Justice Service in developing and delivering a high quality restorative justice service which aims to repair the harm caused by young people who offend, bringing resolution to victims and offenders leading to increased victim satisfaction and community confidence.
- To lead and develop victim services for the Youth Justice Service in line with the Victim's Code of Practice November 2020 which will include contacting victims of young people who have offended and providing support and services as required.
- To carry out a range of tasks as identified and allocated by the Senior Practitioner, Team Manager, Operational Lead or Strategic Lead for Youth Justice services in line with policies, procedures and protocols.

2. Role specific duties and accountabilities:

- To manage assigned tasks in accordance with policies, procedures, protocols, effective practice guidelines, case management guidelines, national standards and relevant legislation.
- To make a speedy and appropriate response to all work allocated in accordance with (1) above.
- To provide a responsive service to victims in line with National Standards for Youth Justice and Her Majesty's Inspectorate of Probation (HMIP) guidance.
- To make sure that the Youth Justice Service fully meets its obligations as stipulated within the Victim's Code of Practice November 2020.
- To receive and act on referrals relating to the victims of crime directly both from the YJS and the Police in a pre-court, post-court and diversionary capacity.
- To contact, and undertake direct work with, victims and their families using approved Restorative Justice Council Interventions.

- To ensure victims are offered the opportunity to meet with the person who offended against them and helping them to understand their rights and entitlements within the criminal justice process
- To assess the empathy and suitability of young people who have offended in line with Restorative Justice Council standards.
- To robustly risk assess and facilitate direct and indirect restorative justice interventions where appropriate in line with Restorative Justice Council guidance.
- To liaise with Victim Support and other agencies as appropriate to ensure the needs of victims of crime are met, including practical, emotional and psychological support.
- To contribute to and write assessments of risk towards victims, potential victims and communities.
- To ensure victim's requests and views are shared (where appropriate) within Pre-Sentence Reports to inform the Court of impact and potential restorative interventions.
- To contribute to intervention plans (either for young people in the community or in custody) to tackle the identified risks and needs of young people who have offended, ensuring the active involvement of young people and, where relevant, parents / carers / victims / community members / other agencies.
- To coordinate, facilitate and deliver group work programmes for young people who have offended.
- Attending Referral Order panel meetings/YRO planning meetings where there is an identified victim and reviews if necessary to ensure their voice is heard.
- To support in the recruitment and training of Referral Order Volunteers.
- To support and mentor Referral Order Volunteers.
- To directly assist and further support victims of crime by acting as primary point of referral/contact between the Youth Justice Service and the Probation Victim Liaison Unit.
- To facilitate and develop links with the Victim Support Service and Witness Support Service locally.
- To offer sensitive support to victims of crime from diverse backgrounds and to monitor and report any patterns any issues surrounding disproportionality.
- To undertake training and personal development with regard to victim issues and deliver training to Youth Justice Service staff, volunteers and other agencies as appropriate.
- To attend regular supervision/appraisal sessions with your line manager.
- To regularly attend and contribute to team meetings as appropriate.
- To effectively communicate with colleagues and partner agencies in a pro social, solution focused manner to ensure services are joined up for individual young people and small cohorts of young people (for example in facilitating a project or group work programme).
- Develop and maintain a range of strategies and resources to effectively engage victims, children, families, partners and communities.

- To support individuals on practice placements, trainee volunteers, support workers or colleagues from other service areas in gaining an understanding of best practice in Youth Justice Service delivery.
- To regularly review the delivery of intervention programmes and restorative justice interventions and report any areas of concern around training, training timescales, programme facilitation and delivery.
- To maintain comprehensive and confidential service records of contacts with victims.
- To develop, collect and monitor feedback from victims as to the quality, suitability and effectiveness of intervention and support.
- To monitor/review and evaluate the effectiveness of delivery to victims.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



JOB TITLE: Youth Justice Victim and Restorative Justice Officer		GRADE 8
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Demonstrate clear and effective verbal and written communication skills.	T	3
Demonstrate a commitment to anti-oppressive practice.	A/I	2
Demonstrate a sound working knowledge of legislation and guidance in relation to victims, the Victim's Code of Practice and Youth Justice.	A/I	3
Demonstrate a sound working knowledge of child and adolescent development.	A/I	2
Demonstrate a sound working knowledge of best practice in working with children and young people who offend.	A/I	3
Demonstrate a sound working knowledge of the skills and strategies required to assess and intervene with young people and their families.	A/I	3
Demonstrate a sound working knowledge and understanding of safeguarding and vulnerability management.	A/I	3
Ability to devise and implement individual plans with young people and families based upon effective assessments.	A/I	2
Ability to work sensitively with the victims of crime.	A/I	3
Ability to effectively chair meetings and follow up agreed actions.	A/I	1
Ability to effectively deliver and facilitate restorative justice interventions.	A/I	3
Ability to deliver one to one interventions and group based interventions.	A/I	3

Ability, and ideally previous experience, of writing comprehensive, succinct and analytical reports.	I	2
Ability to deliver training to staff and volunteers	A/I	1
Demonstrate a willingness to undertake appropriate training and development.	A/I	1
Demonstrate the ability to maintain the requirements of the Health and Safety Regulations and Departmental Guidelines.	A/I	1
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.		
Experience of working with young people is essential.	A/I	3
Experience of working with young people who have offended is essential.	A/I	3
Experience of working in a Youth Justice Service / Youth Offending Team	A/I	2
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
A professional qualification relevant to Probation or Social Services (e.g. CQSW, DipSW, MASW); or a relevant, good quality, honours degree (e.g. criminology, youth justice, psychology, youth and community) or a qualified teacher (PGCE) is essential	A	
You will hold the Youth Justice Effective Practice Certificate (or PCEP) or be prepared to complete this qualification within 12 months of your appointment	A	
Other Essential Requirements		
An awareness of, and commitment to, equality of opportunity	A/I	3
Awareness of, and commitment to, confidentiality and handling data	A/I	3
Prepared by:	Phil Rutherford	Date: January 2022