

NOT PROTECTIVELY MARKED

Cumbria Constabulary

HAY JOB PROFILE

<u>Job Title:</u>	Witness Care Officer	<u>Department:</u>	Witness Care Unit
<u>Reports To:</u>	Witness Care Unit Manager (CPS)	<u>Location:</u>	Kendal, Cumbria

All employees must ensure compliance with the Cumbria Constabulary Health and Safety Policy, and all other relevant statutory Health and Safety legislation

This job profile has been written primarily for evaluation purposes and may not detail some less major duties allocated to the postholder, nor cover duties of a similar nature, commensurate with the grade, which may from time to time be reasonably required by the relevant manager.

1. JOB PURPOSE

To deliver the day-to-day service of the Unit by warning witnesses to attend court, conducting needs assessments and providing information to victims and witnesses.

2. PRINCIPAL ACCOUNTABILITIES

- 2.1 Conduct a detailed needs assessment of victims and witnesses, using a standard needs assessment script, in order to identify and manage their needs, and provide a tailored response, ensuring their attendance at court and therefore reducing the number of ineffective trials.
- 2.2 Provide victims and witnesses with access to a range of support options such as support groups or transport using a standard Area Contact Directory.
- 2.3 Log details of the number of victims and witnesses attending court on a simple electronic tracking system.
- 2.4 Liaise with lawyers and police officers to overcome victim and witness issues and difficulties to ensure effective case progression.
- 2.5 Liaise with external groups and agencies, as highlighted in the Central Directory, to ensure that victim and witness needs are met.
- 2.6 Refer specialist or particularly sensitive victim and witness issues to the Witness Care Team Leader.
- 2.7 Develop and maintain administrative and IT systems to ensure effective management of caseload and post handling systems.
- 2.8 Obtain availability of victims and witnesses and ensure that they are warned to attend court.
- 2.9 Alert appropriate personnel to any potential victim and witness problems that cannot be resolved.
- 2.10 Provide victims and witnesses with a single point of contact and provide regular updates throughout the life of the case, by their chosen means of contact, to improve confidence and satisfaction in the Criminal Justice System.

NOT PROTECTIVELY MARKED

- 2.11 Respond to general victim and witness enquiries regarding the progress of a case.
- 2.12 Deal with telephone enquiries from CJS agencies and victims and witnesses.
- 2.13 Deal with correspondence, including emails, from CJS agencies and victims and witnesses.
- 2.14 Produce basic letters, following a standard format.
- 2.15 Finalise cases, including written notification of result to victims and witnesses and thank them for the role they have played in the delivery of justice.
- 2.16 Ensure that appropriate measures are put in place at court to assist vulnerable or intimidated victims and witnesses or other witnesses who may have special needs.
- 2.17 Liaise with the Witness Care Unit Manager to sign off pre-trial financial assistance for the victims and witnesses (e.g. travel expenses)

3. DIMENSIONS

The post has no budgetary or supervisory management requirements. The post holder will be responsible to the Witness Care Unit Manager.

4. KEY FEATURES

4.1 Framework and Boundaries

The post holder will be expected to work within the policies and procedures of the witness care unit, Force policy and the police staff terms and conditions.

4.2 Important Working Relationships

Internal

Case Workers
Crown Prosecutors
Witness Care Unit Manager
Police Officers and CJS Personnel

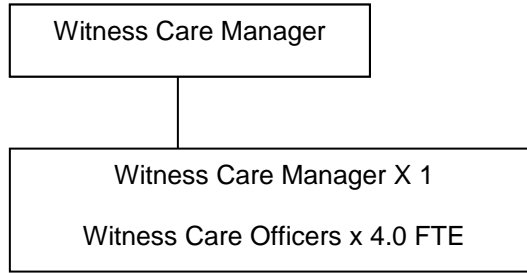
External

Magistrates and Crown Court Staff
Defence Counsel or Solicitors
Prosecution victims or witnesses
Witness/Victim Support
Other voluntary organisations

4.3 Major Challenges

The post holder will be expected to assist in implementing the newly created witness care unit, and will be required to gain a full understanding of the aim of the unit and how its work relates to work of partner agencies. In terms of witnesses, it will be the responsibility of the post holder to build professional relationships with individuals in an attempt to ensure their appearance at court.

5. ORGANISATION CHART



Agreed by Post Holder: _____ Date: _____

Line Manager: _____ Date: _____

Head of Department/
Division: _____ Date: _____

NOT PROTECTIVELY MARKED

CUMBRIA CONSTABULARY

PERSON SPECIFICATION

JOB TITLE: Witness Care Officer

POST No:

LOCATION: Kendal, Cumbria

	Essential	Desirable
Experience And Knowledge Skills & competencies required. Eg Geographical knowledge of the area, familiarity with certain legislation.	2 years experience of general administrative work Ability to demonstrate behaviour to support the corporate messages to help deliver business objectives Ability to prepare and structure communication well Experience of dealing with people from a wide variety of backgrounds	Good understanding of Criminal Justice System Organisation and their priorities i.e. No Witness, No Justice, Effective Trial Management Programme Previous experience of working in a Criminal Justice Unit, CPS unit or Victim Support environment.
Education And Training General education Specialist training	A minimum of 3 GCSEs at grade C or above, including Maths and English IT literate	
Competency and Values Framework (Level 1)	Emotionally aware Ownership Collaborative Deliver, Support, Inspire Critical analysis Innovation and open mindedness	