

Role Title	Victims Champion
Job Family	Community Safety and Resilience
Competency Level	Principal Officer
Pay Range / Scale	£44,331 - £47,532 PO3 Full time, Fixed term
Purpose To develop and deliver specialist support/advice for a defined service area. To ensure relevant legislation, regulations and policies are complied with.	
Generic Accountabilities	End Results/ Outcomes
Provide advice and make recommendations based on up to date knowledge and analysis / evaluation of information. Manage escalated or complex customer issues within the relevant area.	Expert advice, information, interpretation and support are provided on the full range of technical / professional issues within the area of responsibility. Issues are managed through to a satisfactory conclusion. Risk to the Council is minimised.
Contribute to the development of service plans to meet strategic business goals.	Strategic and operational input is provided to wider business planning and development. Customer needs are identified. Services meet legislative and policy requirements.
Research developments in relevant area. Collate process and analyse information / data. Translate outputs into advisory reports / documents / actions as appropriate.	Relevant information / data are managed efficiently and accurately. Accurate and relevant information / reports / documentation are produced. Trends and issues are identified and prioritised. Statutory and procedural obligations are fulfilled. Management decision making is supported.
Lead on the development, implementation, maintenance and management of systems, policies, procedures and / or standards within area of responsibility.	Changes to systems, policies and / or procedures are identified and recommended. All updates, amendments, developments are tested and approved prior to delivery. Customers receive prompt, accurate policy / procedural updates. Service standards are improved.
Work closely with others to support/Manage the	Identifies gaps in service provision/highlight policy issues and makes recommendations to resolve the issues.

development and delivery of improvements in processes and procedures.	<p>Agreed improvements are developed, delivered and evaluated.</p> <p>Issues and recommendations are brought to the attention of senior managers.</p> <p>Benchmark against best practice authorities and center of excellence.</p>
Prepare and present a full range of reports (both standard and non-standard) covering area of responsibility.	<p>Reports are prepared, distributed / presented to the appropriate committee/ to the required standards and timescales.</p> <p>Evidence based recommendations are made.</p>
<p>Manage a portfolio of Projects and Reviews.</p> <p>Lead on specific projects as required.</p>	<p>Projects are delivered to agreed specification, timescales and budgets.</p> <p>Change initiatives are successfully integrated and implemented across all impacted service areas.</p> <p>Value for money is achieved.</p> <p>Ongoing savings secured.</p>
Co-operate with and support colleagues.	<p>Colleagues are supported.</p> <p>Required information is provided.</p>
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Job Specific Accountabilities:	
<p>Work and collaborate with partner agencies to provide the best possible service and support to high-risk, vulnerable victims of Hate crime and anti-social behaviour.</p> <p>Provide one to one support to high-risk victims and witnesses of Hate crime and antisocial behaviour, determine the most appropriate method of offering support and co-ordinate or commission additional support as necessary.</p>	

Highlight victim and witness concerns in the delivery of Hate crime and ASB services and providing residents with a channel for complaint if effective action is not taken by local agencies through existing provisions.

Lead on the coordination of Anti-Social Behaviour Risk Assessment Conference (ASBRAC) meetings for high-risk Hate crime and ASB cases; and ASB Case Reviews.

Promote the ASBRAC and ASB Case Review purpose to increase referrals, receiving new referrals, reviewing risk and risk assessments, putting together agendas, minute taking, recording actions, and assigning to agencies, following up on actions through the case management system and collating information for reports.

Lead and coordinate the Cuckooing risk panel in partnership with the Police.

Arrange representation in meetings of appropriate local groups/forums

Advocate on behalf of victims and witnesses at strategic, operational and tactical partnership meetings.

Undertake outreach activities to raise awareness of support available for victims of antisocial behaviour.

Nature of Contacts

Typically involves Heads of Service, and Senior Managers across the authority, and external agencies and organisations providing advice regarding issues affecting victims of Hate crime and Anti-Social Behaviour.

Direct contact with members of the public.

Develop sensitivity, persuasiveness, and negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Deal with people at all levels confidently, sensitively and diplomatically.

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Procedural Context

Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-to-day problems without always referring to others.

Decisions will be made based on Council procedures.

Occasionally the post will be expected to work from other locations

Key Facts and Figures

May need to attend evening and weekend meetings and events as required.

Enhanced DBS Clearance

Will be required to work all year round

Resourcing

Budget Responsibilities: **Delegated responsibility for project costs of up to £20k**

Supervisory Responsibilities: **Nil Direct matrix management of other staff within Community Safety and Resilience**

Knowledge, Skills and Experience

Understanding of key legislation around crime, anti-social behaviour, Waltham Forest Community Safety priorities.

Knowledge of issues surrounding crime, community safety and anti-social behaviour and the effects on individuals

An understanding of how agencies work in partnership and how to overcome some of the barriers which may be experienced.

An understanding of multi-agency panels, information sharing and data protection

Experience of working directly with clients or service users in a statutory, voluntary, social or community work setting.

Experience of partnership or multi-agency work to achieve a shared objective.

Experience of minute taking, writing actions producing reports.

Experience of working in Community Safety or equivalent sector.

Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands / needs and interests in an organised and methodical manner.

Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people.

Demonstrate empathy and control over own emotions.

Gather, analyse and use information and evidence from different sources, solve and resolve problems.

Interpersonal skills appropriate to the support of people in crisis and ability to build strong relationships quickly.

Indicative Qualifications
Degree or equivalent or vocational qualification in relevant subject or area Evidence of Continuous Professional Development
<p>The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.</p>