

Job Description: Young Victims' Service Support Worker (DA)
Level descriptor – JG5

<p>Role purpose: To provide practical and advisory service to young victims and their families and to professionals and agencies in contact with the Young Victims' Service. This will include young people affected by crime, anti-social behaviour or domestic abuse. To support the team of Young Victims' Advocates to deliver to young victims and their families. The role will need to work on own initiative within the boundaries of the Young Victims' Service, with advice and support from the senior practitioner and Young Victims' Advocates.</p>	
<p>Typical activities</p> <p>Assist in providing a range of planned support activities to allocated young victims under the general supervision of the caseholding Young Victims' Advocate.</p> <p>Provide information and advice to those contacting the Service by telephone, email, internet or letter about the support available within the Young Victims' Service in accordance with the YVS operational plan. Transferring calls and messages to other Service staff where appropriate.</p> <p>Support Young Victims' Advocates with preparation of materials, distribution of publicity and responding to enquiries.</p> <p>Communicate clearly with multi agency partners (including Police, schools, charities and other referral agencies), colleagues and service users, both verbally and in writing.</p> <p>Maintain appropriate case notes and other record keeping within information sharing protocols and record keeping policies using computer systems as required.</p> <p>Contribute to ongoing developments in the Service and implement changes to improve service delivery.</p>	<p>Knowledge, skills & experience</p> <p><u>Essential</u> NVQ level 2 literacy & numeracy or equivalent (5 GCSEs or equivalent to include Maths and English)</p> <p>Knowledge and understanding of safeguarding protocols and the impact of crime, antisocial behaviour and domestic abuse on young people and their families.</p> <p>Ability to communicate with young victims and their families, partner agencies and colleagues, demonstrating the values of the Young Victims' Service.</p> <p>Ability to work without close supervision and recognise personal and professional boundaries to seek advice when appropriate.</p> <p>Capability and skill with Information Communications Technology including use of Microsoft Office (Office 365), Internet, Skype, Mobile Phones, Apps.</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p> <p><u>Desirable</u> NVQ level 2 or 3 qualifications or equivalent working with young people</p>

	Experience of work with young people Specific experience of work with victims of crime, antisocial behaviour, or domestic abuse.
Performance measures	Competencies
<p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • support up to 25 cases at a given time, under direction of Young Victims' Advocate or Senior Practitioner • evaluate impact of intervention/activity • accurately record interventions and contact using the Young Victims Information System (YVIS). <p>Feedback from service users, colleagues and partner agencies</p> <p>Key Performance Indicators</p> <ul style="list-style-type: none"> • numbers of young people referred and supported • monitoring of crime types and trends • accurate recording of interventions and contacts <p>Line manager annual assessment and appraisal</p>	<p><u>Team Working</u> ~ cooperation and flexibility, follows principles of integrated working, actively shares information and best practice</p> <p><u>Service user/ outcome focused</u> ~ achievement of results/targets through appropriate evidenced based interventions/activities, personalised interventions and partnership working.</p> <p><u>Problem solving & judgement</u> ~ makes links between identified potential issues and possible solutions, seeks advice from others, assists other team members.</p> <p><u>Planning & Organising</u> ~ Prioritises work, organising work for self to meet agreed deadlines</p> <p><u>Business Awareness</u> ~ Demonstrates an understanding of what it takes to be successful within own work area and the contribution of the role to the wider Young Victims' Service.</p>

Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.