

NORTH SOMERSET COUNCIL

JOB DESCRIPTION

<u>DEPARTMENT</u>	<u>DIVISION &/OR SECTION</u>	
People and Communities – Support and Safeguarding	Youth Offending and Prevention Service (YOS)	
<u>JOB TITLE</u>	<u>POST NO.</u>	<u>GRADE</u>
Young Victims Advocate		JG7

1. **JOB PURPOSE**

- To contribute to the work of the *Young Victims' Service* to identify and address the needs of vulnerable young victims of crime and anti-social behaviour (ASB) in the Avon and Somerset Policing area, with specific responsibility within one of the local authority areas (Somerset, North Somerset, Bristol and South Gloucestershire, Bath and North East Somerset.)
- Case Management of services to approximately 35 young people & their parents/carers (pro-rata for part time staff)
- To develop and manage a range of interventions for young victims of crime/ASB to support recovery from their experience and to develop strategies to avoid further victimisation.
- To sustain day-to-day contact with partner agencies as the need arises on a case by case basis.
- To co-ordinate & deliver training and supervise the development of volunteer advocates.

2. **DIMENSIONS**

- Services to approximately 35 young people/carers (pro-rata) in a planned, timebounded intervention to address needs arising from experience as victims of crime/ASB within the *Young Victims' Service*
- Networking with partner agencies and others involved in supporting young victims of crime/ASB to facilitate referrals to/from the project as appropriate.
- To co-ordinate & deliver training and supervise the development of volunteer advocates.

3. PRINCIPAL ACCOUNTABILITIES

- 3.1 To assess young victims' needs and to plan and evaluate work undertaken with them.
- 3.2 To undertake direct work with young victims, including provision of training in resilience and development of protective strategies, and support in restorative justice interventions where appropriate.
- 3.3 To work creatively to develop and achieve agreed elements of formal plans for young people linked to the project.
- 3.4 To support young victims in accessing services from Education, Training and Employment, Health (including Mental Health), Counselling, Housing, Benefits, Sports and Leisure and other providers when and where appropriate
- 3.5 To provide a positive role model and to challenge attitudes and behaviours placing young people at risk of victimisation.
- 3.6 Keep clear and accurate records of work undertaken in accordance with agreed standards using the ICT systems and database provided. Maintain up-to-date records to evidence all work undertaken with young victims.
- 3.7 To develop, promote and support the team's preventative work programme with vulnerable young people to build resilience and reduce victimisation.
- 3.8 Represent and advocate for the *Young Victims' Service* and young victims as necessary including at Police Stations and at Court.
- 3.9 To liaise and work with a large range of other agencies within and outside the *Young Victims' Service* in order to deliver effective intervention packages. For example: schools, community organisations, Police, Lighthouse*.
- 3.10 Work closely and sensitively with young victims and victim groups to deliver a service to young victims bearing in mind principles of Restorative Justice.
- 3.11 To assist in the advertising, recruitment & selection of volunteers.
- 3.12 To co-ordinate & deliver training and supervise the development of volunteers and/or sessional staff.
- 3.13 To identify & attract funding to support and enhance the *Young Victims' Service*

* Lighthouse is the name of the Avon and Somerset Integrated Victims and Witness Care service (<http://lighthousevictimcare.org>).

- 3.14 To work in accordance with the *Young Victims' Service* and Youth Offending Team policies and procedures, including those relating to health and safety and anti-discriminatory practice.
- 3.15 Ensure that protocols regarding confidentiality are maintained.
- 3.16 Undertake and ensure health and safety requirements are met.
- 3.17 Ensure that the team provides quality customer care and that users are appropriately involved in service delivery and development.
- 3.18 Work flexibly including work at weekends and evenings in order to deliver individually tailored programmes and contacts and to facilitate access to an out of hours helpline.

4. ORGANISATION

See attached Organisational Chart.

5. SUPERVISION AND WORK PLANNING

- This post is supervised/managed by the YOS Restorative Justice and Supervision Manager (or as designated by the Service Leader, YOS) who should be kept appropriately briefed, or in their absence, the YOS Manager/Operational Manager or other designated YOS Officer.
- To contribute to the development of volunteer advocates.

6. QUALIFICATIONS & EXPERIENCE

Qualifications

E Professional qualification (eg: teacher, social worker, youth worker or similar) in criminal justice/social/youth/education work – to degree level or equivalent

D Any recognised qualification in work with adolescents.

Work Related Experience & Associated Vocational Training

- E Sufficient experience to directly work without close supervision with service users whose behaviour can be challenging or anti-social.
- E Sufficient experience to work without close supervision working as part of a team.
- E Experience of windows-based computer packages, including Microsoft Office (ideally 2007/10/13) and Internet Explorer.
- D Experience of supporting young victims to recover from their experiences of victimisation.
- D Experience of advocacy work, preferably for young victims.
- D Working in a multi-agency setting.
- D Experience of delivering training to adults.

Skills and Abilities

- E Empathy, patience and resilience.
- E Challenging unacceptable behaviour & introducing & holding boundaries with service users.
- E Excellent verbal and written communication skills demonstrated in a variety of settings.
- E Understanding of, commitment to and experience in the application of Equal Opportunities considerations.
- E Good organisational skills with ability to prioritise work and respond flexibly.
- E Ability to develop, implement and evaluate a range of effective interventions in work with vulnerable young people.
- E Computer skills.
- D Negotiating with statutory and other agencies.
- D Experience of monitoring and evaluation of work in accordance with funders' requirements.

Specialist Knowledge

- E Factors that place young people at risk of victimisation.

- D Experience of methodologies such as Restorative Justice, Cognitive Behavioural Therapy, Brief Solution Focussed Therapy.
- D Understanding of youth justice system including the Crime and Disorder Act 1998.
- D Practical experience in helping young victims.

Other Requirements

- E Ability to travel extensively within the Avon and Somerset Police area.
- E Preparedness to work outside usual office hours, including evenings and weekends.
- E Willingness to work remotely and from a range of 'touchdown' bases, including home working if required.

7. JOB CONTEXT

- The post holder will need to be self motivating and competent in being able to function independently on a day to day basis and make appropriate decisions. The post holder will be clear regarding accountability to the Restorative Justice and Supervision Manager and aware of the importance of referring issues as appropriate.
- The post demands a capacity to work with multi-disciplinary staff from a range of agencies, and to liaise and establish/maintain effective working relationships with a range of agencies.
- The post holder will need skills in balancing the demands of young victims, carers, and the agendum of various agencies while delivering to planned interventions and targets.
- Monitoring performance and working to objectives will be key aspects of this post.

8. SCOPE FOR IMPACT

- The *Young Victims' Service* is a stand-alone Service managed under North Somerset YOS, and funded by the Office of the Police and Crime Commissioner. The project has direct impact on improving the life opportunities of vulnerable young victims of crime and ASB. This work entails working with young people and their parents/carers, and

ensuring the contribution of partner agencies – including advocating for services to deliver to young victims.

- The post holder will be expected to assist the Restorative Justice and Supervision Manager and other *Young Victims' Service* team members in maintaining current operations and developing new initiatives.

9. CONTACTS

- Extensive contact, with statutory and independent sector organisations in promoting crime/ASB prevention, reduction of victimisation and enhancing the life opportunities of young victims and their families. See Section 3 for further details.

10. GENERAL

- The job description only contains the main duties relating to this post and does not describe in detail the tasks required to carry them out.
- The postholder will be expected to work outside normal office hours. Within an overall 37 hours per week, a significant proportion of direct contact with young victims will take place in the evening and at weekends on a flexible or shift basis.
- The post holder will be required to use his/her own initiative in ensuring that the Council's Equal Opportunities Policies, where they have been developed, are implemented in relation to the work area.

11. Special Notes or Conditions (if applicable)

- The post holder will be required to participate in staff training and development programmes.
- Much of the work undertaken within the *Young Victims' Service* is of a highly confidential nature. The post holder must at all times maintain confidentiality and should be aware that, given the nature of the services provided by the *Young Victims' Service*, they may on occasion be exposed to information that they may find distressing – support mechanisms are in place to assist the post holder to manage this.

**NORTH SOMERSET COUNCIL
PERSON SPECIFICATION**

DIRECTORATE People and Communities	SECTION: Support and Safeguarding/YOS	
POST TITLE Young Victims Advocate	POST NO:	GRADE: JG7
ASSESSMENT CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Degree level or equivalent professional qualification in criminal justice/social/youth/education work. 	<ul style="list-style-type: none"> Any recognised qualification in work with adolescents.
WORK RELATED EXPERIENCE & ASSOCIATED VOCATIONAL TRAINING	<ul style="list-style-type: none"> Sufficient experience to directly work without close supervision with service users whose behaviour can be challenging or anti-social. Sufficient experience to work without close supervision working as part of a team. Experience of windows-based computer packages, including Microsoft Office (ideally 365) and Internet Explorer. 	<ul style="list-style-type: none"> Supporting young people into education and/or other services. Working in a multi-agency setting. Experience of delivering training to adults.

<p>SKILLS AND ABILITIES</p>	<ul style="list-style-type: none"> • Empathy, patience and resilience • Challenging unacceptable behaviour & introducing & hold boundaries with service users. • Excellent verbal and written communication skills demonstrated in a variety of setting. • Understanding of, commitment and experience in the application of Equal Opportunities considerations. • Good organisational skills with ability to prioritise work and respond flexibly. • Ability to develop, implement and evaluate a range of effective interventions in work with vulnerable young people. • Computer skills. 	<ul style="list-style-type: none"> • Negotiating with statutory and other agencies. • Experience of monitoring and evaluation of work in accordance with funders' requirements.
<p>SPECIALIST KNOWLEDGE</p>	<ul style="list-style-type: none"> • Factors that place young people at risk of victimisation. 	<ul style="list-style-type: none"> • Experience of methodologies such as Restorative Justice, Cognitive Behavioural Therapy, Brief Solution Focussed Therapy. • Understanding of youth justice system including the Crime and Disorder Act 1998.

		<ul style="list-style-type: none">• Practical experience in helping young victims.
OTHER REQUIREMENTS	<ul style="list-style-type: none">• Ability to travel extensively within the Avon and Somerset Police area.• Preparedness to work outside usual office hours, including evenings and weekends.• Willingness to work remotely and from a range of 'touchdown' bases, including home working if required.• Satisfactory Disclosure and Barring Service (DBS) certificate (relevant applications and checks will be carried out before any job offer is confirmed).	