



HM Prison & Probation Service

NPS Job Description (JD)

NPS Band 3

Directorate: National Probation Service

Job Description: Victim Liaison Officer

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NPS Job Description

Job Title	Victim Liaison Officer
Directorate	National Probation Service
Band	3

Overview of the job	<p>The job holder will work with victims who are in, or are being considered for inclusion in, the statutory National Probation Service (NPS) Victim Contact Scheme (VCS). The scheme is for victims of specified serious violent or sexual offences where the offender receives a prison sentence of 12 months or more, or a hospital order. They will contribute to the assessment and management of risk posed by offenders in order to protect the public. They will liaise with victims and keep them updated at regular intervals in accordance with the service specification for victim liaison, and relevant legislation. They will provide the victim with information about any significant changes during the offender's sentence, enable victims to participate by making representations or providing their views at specific points, and produce reports at appropriate times. They will liaise with the offender manager and contribute to inter-agency meetings in appropriate cases in order to ensure that victims' views have been considered.</p>
Summary	<p>The post holder will have direct contact with victims, in order to share information about the offender's sentence/hospital order and to explain and respond to queries about an offender's journey through the period of detention to their supervision in the community. This requires knowledge and understanding of the criminal justice system, including the functions of the courts, prisons, probation and the Parole Board, as well as youth justice and the arrangements for mentally disordered offenders. They will do this through the actions below:</p> <p>Liaise with and provide (and analyse) information and give advice to criminal courts, criminal justice agencies and other partner agencies to ensure that the victim perspective has been considered.</p> <p>To keep the victim informed and to provide information to victims during the key stages of the offender's sentence, during the licence period through to sentence end and contribute towards the assessment and management of the risk of harm to victims.</p> <p>To work with other agencies and groups to prevent crime and meet the needs of victims and offenders.</p> <p>In line with NPS policies and procedures, the job holder must at all times demonstrate a commitment to equality and inclusion and an understanding of their relevance to the work they do.</p> <p>The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position.</p> <p>Provided it is safe to do so, some out of hours working may be required during the week and weekends.</p>
Responsibilities, Activities & Duties	<p>The job holder will be required to carry out the following responsibilities, activities and duties set out below.</p> <ul style="list-style-type: none"> • Use the NPS computer based systems to produce, update and maintain records and other documentation (such as reports for external bodies) within agreed timescales.

	<ul style="list-style-type: none"> • Assess the risks and needs of victims for whom the post holder is the case manager and complete any required actions within appropriate time scales including home, prison and/or alternate location visits as required in accordance with the service procedures and policies. • Refer significant changes/escalation in risk or need to the Senior Probation Officer (SPO), the offender manager (OM) and other agencies e.g. Police, Prison, Children’s services and domestic violence units). • Ensure effective referrals to and communication with offender management staff, service providers and external agencies. • To attend professional meetings and represent the NPS at appropriate partnership forums. • Carry out safeguarding children and safeguarding adult duties in accordance with the NPS statutory responsibilities and agency policies • Manage victims’ expectations and keep them updated with relevant aspects of the case in a timely and appropriate manner. • Assist where necessary to enable victims to make representations about licence/discharge conditions and/or complete Victims Personal Statements. • Provide cover within the victim liaison unit as appropriate. • To assist colleagues working in NPS and partner agencies to understand their responsibilities under the Victim Contact Scheme. • Demonstrate pro-social modelling skills by consistently reinforcing pro-social behaviour and attitudes and challenging anti-social behaviour and attitudes. • To work within the aims and values of NPS and NOMS <p>The duties/responsibilities listed above describe the post as it is at present and are not intended to be exhaustive. The job holder is expected to accept reasonable alternations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the Job Holder.</p> <p>An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh</p>
Behaviours	<ul style="list-style-type: none"> • Making Effective Decisions • Changing and Improving • Delivering at Pace • Communicating and Influencing • Developing Self and Others • Working Together
Strengths	It is advised strengths are chosen locally, recommended 4-8.
Essential Experience	<ul style="list-style-type: none"> • Experience of working with a diverse range of people who have experienced a range of social/personal difficulties • Experience of working with diverse communities including promoting equality and valuing diversity • Knowledge and understanding of the factors which influence the engagement with victims • Knowledge and understanding of risk assessment/ risk management relating to offenders • Knowledge and understanding of the work of the Criminal Justice system and agencies. • communicate effectively and sensitively with a wide range of individuals including those who may be distressed or present difficult or aggressive behaviour

Technical requirements	Minimum 5 GCSE's at Grade C or above, including English, Maths
Ability	

Minimum Eligibility	<ul style="list-style-type: none"> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	37
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Success Profile

Behaviours	Strengths It is advised strengths are chosen locally, recommended 4-8.	Ability	Experience	Technical
Making Effective Decisions			Experience of working with a diverse range of people who have experienced a range of social/personal difficulties	Minimum 5 GCSE's at Grade C or above, including English, Maths
Changing and Improving			Experience of working with diverse communities including promoting equality and valuing diversity	
Delivering at Pace			Knowledge and understanding of the factors which influence the engagement with victims	
Communicating and Influencing			Knowledge and understanding of risk assessment/ risk management relating to offenders	
Developing Self and Others			Knowledge and understanding of the work of the Criminal Justice system and agencies.	
Working Together			communicate effectively and sensitively with a wide range of individuals including those who may be distressed or present difficult or aggressive behaviour	