



ROLE PROFILE

Role Title:	Head of Victim Care Service
Rank/Grade:	PO4
Job Family:	Victim Care Service
Reporting to:	Detective Superintendent – Crime
Main purpose of the role:	<p>To lead and manage the Victim Care Service in order to ensure it provides excellent services which ensure victims are best equipped to cope and recover from their experience and reduce long term impact on emotional, mental and physical wellbeing.</p> <p>To ensure that the Victim Care Service delivers against both its strategic business plan and its service goals for victims, whilst operating within the relevant legislative and policy framework such as the Victims Code of Practice, EU Directive 2012/29 and Ministry of Justice grants arrangements.</p>

Key Responsibilities

- Responsibility to the Head of Crime for all strategic and operational aspects of the Victims Care Service and the development and delivery of the Victim Care Service Business Plan.
- Provide effective leadership and management of the Victim Care Service to ensure that the service provides robust and effective case management and coordination to provide seamless, needs based, support to victims of crime including through the supported referral and signposting to specialist services and agencies.
- To oversee the collation of victim satisfaction data through the use of a range of surveys and other feedback methods and through the analysis of this data, other evidence and best practice, lead and oversee the development and continuous improvement of victim care and victim satisfaction across the force.
- To champion the needs of victims across the force, being pivotal to and leading the delivery of the Police and Crime Plan and Force Strategic Plans relating to victims.
- Promote the Victim Care Service to partners, key stakeholders and the public to build awareness of the service and influence change in other organisations approach to ensure that victims are at the heart of everything we and they do.
- To build and maintain effective relationships with both internal and external stakeholders, partner organisations and service providers to help secure their constructive contribution to the delivery of the service.
- Provide strategic leadership, direction and management of business development and business change in the Victim Service.
- Provide strategic input, guidance and support to partner organisations and their services including local authorities, criminal justice agencies and specialist support providers.
- To engage with other service providers, institutions and organisations at a national and local level to ensure that best practice is identified shared and used to inform the continuous improvement of the Victim Care Service.
- Exercise appropriate and effective management of the service by ensuring the ethical conduct of staff



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and a values-based, transparent, fair and accountable delivery approach is taken operationally.

- Responsible for all staff recruitment, development, performance and discipline matters.
- Ensure the Victim Care Service develops nurtures and retains a volunteering capability and capacity that will support service delivery.
- Manage the budget provided to the service to ensure that value for money is achieved in the delivery of services whilst ensuring compliance with applicable financial rules and conventions.

Ensure that the Victim Care Service grows and develops as an entity and that opportunities for funding are pursued in order that the sustainability of services can be maintained and/or enhanced where possible.

Financial e.g. limits/mandates	Non-financial e.g. staff responsibility
Responsibility for budget – value TBC.	Line management responsibility for staff at Supervisory level.

Agile Working	
Psychological Assessment	
Return on Investment	
Limited Duties	

Entry Requirements
<ul style="list-style-type: none"> • Proven experience and capability of strategic and operational management in a similar organisation. • Excellent leadership skills including the ability to build trust and credibility internally and externally and the ability to lead by example through challenging times whilst empowering staff to deliver excellence. • Demonstrated ability to keep the service user at the heart of everything the service does, challenging others to think from the service user perspective to design services that meet their needs • Ability and experience to operate across organisational boundaries, building relationships and partnerships to deliver better services for the service user • Demonstrated ability to challenge thinking in order to deliver high quality services, making changes with the pace and risk awareness required to improve services. • Experience of setting a strategic vision for an organisation and the ability to sell that vision both internally and externally • Skills and experience in building an organisation from its inception to a sustainable and thriving service. • Ability to be innovative and inspirational in generating and developing new ideas. • Significant experience of facilitating and delivering successful organisational change programmes. • Experience of managing and setting budgets effectively to deliver a service within available resources.



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- Demonstrate a level of awareness of equality and diversity issues appropriate to the role.

Any other General Requirements/Scope

- A full driving licence is essential as travel across Bedfordshire and to others areas will be necessary.
- Occasional working across BCH to undertake training and development, deliver training and continuous professional development in conjunction with partner organisations.
- The willingness to work flexibly, including evenings and weekends is essential.
- Vetting required as advised by the Vetting Unit
- The post holder will be expected to undertake training as and when required.
- The post holder will be expected to comply with health and safety requirements.

Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

Personal Qualities(Behavioural Competencies)

Technical Skills and Behavioural competencies may be used for promotion / recruitment / selection / PDR processes

Serving the Public

Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests. Ensures that all staff understand the expectations, changing needs and concerns of different communities, and strive to address them. Builds public confidence by actively engaging with different communities, partners and stakeholders. Identifies the best way to deliver services to different communities. Understands partners' perspectives and priorities, and works co-operatively with them to deliver the best possible overall service to the public.

Leading Change

Positive about change, adapting to changing circumstances and encouraging flexibility in others. Identifies and implements improvements to service delivery, engaging people in the change process and encouraging them to contribute ideas. Finds more cost-effective ways to do things, taking an innovative approach to solving problems and considers radical alternatives. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge.

Leading People

Inspires people to meet challenging goals, maintaining the momentum of change. Gives direction and states expectations clearly. Talks positively about policing, creating enthusiasm and commitment. Motivates staff by giving genuine praise, highlighting success and recognising good performance. Gives honest and constructive feedback to help people understand their strengths and weaknesses. Invests time in developing people by coaching and mentoring them, providing developmental opportunities and encouraging staff to take on new responsibilities.

Managing Performance



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Translates strategy into specific plans and actions, effectively managing competing priorities with available resources. Takes a planned and organised approach to achieving objectives, defining clear timescales and outcomes. Identifies opportunities to reduce costs and ensure maximum value for money is achieved. Demonstrates forward thinking, anticipating and dealing with issues before they occur. Delegates responsibilities appropriately and empowers others to make decisions. Monitors progress and holds people to account for delivery, highlighting good practice and effectively addressing underperformance.

Professionalism

Acts with integrity, in line with the values and ethical standards of the Police Service. Acts on own initiative to address issues, showing energy and determination to get things done. Takes ownership for resolving problems, demonstrating courage and resilience in dealing with difficult and challenging situations. Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour. Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge. Remains calm and professional under pressure, defusing conflict and being prepared to make unpopular decisions or take control when required.

Decision Making

Gathers, verifies and assesses all appropriate and available information to gain an accurate understanding of situations. Considers a range of possible options, evaluating evidence and seeking advice where appropriate. Makes clear, timely, justifiable decisions, reviewing these as necessary. Balances risks, costs and benefits, thinking about the wider impact of decisions. Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate and in the public interest.

Working with Others

Builds effective working relationships with people through clear communication and a collaborative approach. Maintains visibility by regularly interacting and talking with people. Consults widely and involves people in decision-making, speaking to people in a way they understand and can engage with. Treats people with respect and dignity regardless of their background or circumstances, promoting equality and the elimination of discrimination. Treats people as individuals, showing tact, empathy and compassion. Sells ideas convincingly, setting out the benefits of a particular approach, and striving to reach mutually beneficial solutions. Expresses own views positively and constructively, and fully commits to team decisions.