



ROLE PROFILE

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| Role Title: | Victim Care Officer |
| Rank/Grade: | A3 (non supervisory) |
| Job Family: | Business Support |
| Reporting to: | Victim Services Team Sergeant |
| Main purpose of the role: | <p>The Victim Care Officer will work in Hertfordshire Constabulary's Victim Support Team and will make contact with victims shortly after their initial report of a crime (within 24 hours of reporting a crime where possible). In order to provide outstanding victim care, they will undertake an assessment of the needs of victims and provide a detailed plan and offer of support.</p> <p>They may also be expected to record crime reports from members of the public for further disclosures and be confident in performing an initial investigation.</p> <p>The VCO will send a referral regarding victims who request further assistance to the Service provider or Vulnerable Victim Case Manager. They will also signpost victims to other agencies where such further support is declined. In addition, they will also ensure victims are kept regularly updated on the progress of their crimes by providing a service that is complementary to the roles of the Officer in Charge (OIC), investigative functions, and specialist teams.</p> |

| Key Responsibilities | |
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| <ul style="list-style-type: none"> To contact a victim by telephone or other preferred channel (if indicated by the victim), to offer support and advice, enabling the victim to cope and recover from their experience To conduct an initial assessment of victims' needs, determine a care pathway for support and where appropriate, signpost or refer to available internal / external services To contribute to the management of investigations by using professional judgement to identify proportionate lines of enquiry or the recording of further disclosed crimes following prescriptive care and support To provide assistance and guidance of entitlements under the Victim Code of Practice (VCOP) to victims e.g. advising and agreeing method of preferred contact and timing of updates/Victim Contract, Victims Right to Review, Victim Personal Statement, etc. To provide expertise on victim care to operational Officers, victims and partner agencies in an effective manner To provide updates to the victims on the progress of their crime To identify safeguarding issues or further concerns and escalate to the appropriate department / Officer To interrogate and update corporate systems to gain information, evidence or to input necessary data | |

| Financial e.g. Limits/Mandates | Non-Financial e.g. Staff Responsibility |
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| <ul style="list-style-type: none"> None | <ul style="list-style-type: none"> None |

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|---------------------------------|-----------------|
| Agile Working | To be confirmed |
| Psychological Assessment | |
| Return on Investment | |
| Limited Duties | |

| Entry Requirements | |
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| <ul style="list-style-type: none"> NVQ level 2 (or above) in Customer Service or proven, related experience in this environment Ability to communicate sensitively and effectively, both verbally and in writing with a wide range of people Experience of delivering high standards of customer service Excellent spoken skills for dealing with the public particularly those who are vulnerable or distressed from their experience of being a victim Experience of prioritising and managing high volume administrative work Proven ability to gather and evaluate information to gain an understanding of situations when dealing with people in distress or at a time of crisis | |



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- Sound investigative skills and knowledge of victim support
- Ability to research systems to identify investigative and evidential opportunities
- Proficient in use of IT applications including a good working knowledge of Microsoft Office word processing, spreadsheets and databases
- Appreciation of the importance of confidentiality and handling highly sensitive material in relation to the maintenance of files and in accordance with the Data Protection Act and other legal requirements
- Effective negotiation and persuasion skills
- Knowledge and awareness of relevant legislation or processes, e.g. Victim Code of Practice, Criminal Justice System, etc.
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Any other General Requirements/Scope

- If using a private vehicle then business insurance needs to be organised by the individual.
- The post holder will be required to work shifts
- Vetting is 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.



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Personal Qualities(Behavioural Competencies)

We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.