



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

DIRECTORATE: Local Policing and Criminal Justice
AREA/DEPT: Criminal Justice
SECTION: Prosecution Unit
JOB TITLE: **WITNESS CARE OFFICER**
REPORTS TO: Team Leader
CURRENT RANK/GRADE: **GRADE C**
DATE: September 2016

1. JOB PURPOSE: : (Briefly state your job's overall objectives. To.....")

To be the Single Point of Contact for victims and witnesses from first hearing at court to case finalisation, and providing the appropriate support and information in order to comply with the police's obligations under the Victim's Code of Practice.

2. PRINCIPAL ACCOUNTABILITIES: (Describe the important end results you are expected to achieve).

- a) Maintain communication with victims and witnesses throughout the case, by their preferred means of contact ensuring compliance with Victim's Code of Practice.
- b) Conduct a Detailed Needs Assessment of victims and witnesses, in order to identify, manage and process their needs, ensuring an effective trial.
- c) Maintain contact as appropriate with CPS and operational police officers regarding victim and witness issues to ensure effective case progression.
- d) Regularly review the Needs Assessment to signpost the victim/witness to the relevant support groups for cope and recovery, and to ensure best evidence for effective trials
- e) Update relevant IT systems with victim and witness information to enable effective decision making regarding case progression.
- f) Update relevant police IT systems to ensure appropriate documentation is completed to comply with National File Standards and the police's obligations under the Victim's Code of Practice for case progression.
- g) Where appropriate, complete documentation to support an application for Special Measures to be applied and carry out the digital transfer of documents to ensure effective prosecutions.

3a. KNOWLEDGE AND EXPERIENCE: (What kind of knowledge, skills and experience are necessary to enable satisfactory performance in the job and why are they necessary?).

Good understanding of the Criminal Justice System, partners, policies and procedures.

Knowledge and understanding of the priorities of victims and witnesses in the Criminal Justice System E.g. Victim's Code of Practice, Witness Charter.

Excellent communication skills – the post holder will, on a daily basis, be communicating with victims and witnesses, who will be attending the Court to give evidence.

Knowledge of relevant Force and IT, E.g. Live-links, Origin, Niche, Storm, PNC, (not exhaustive) and the Criminal Justice System exchange. The postholder will need to keep up to date with changing requirements for digital case file assembly.

The post holder must become competent in the use of Witness Management System.

Excellent planning and organising skills to cope with the changing priorities to ensure service delivery.

Ability to work co-operatively as part of a team to ensure targets are met.

Experience of working in a 'customer focused' environment and the ability to show empathy and compassion victims and witnesses.

Post holder will need to demonstrate adaptability within a constantly evolving Criminal Justice system, being flexible about different ways of working and putting effort into making them work.

Clear and demonstrable professional and ethical standards in line with all force policies.

3b. (Does your post require any Police Powers, and if so what are they, and why are they necessary?)

N/A

4. RELATIONSHIPS:

a) Supervisory responsibilities:

N/A

b) Supervision Received:

Line management is via the Team Leader however, post holder must have the ability to use own initiative.

c) Other Contacts:

i) Within Merseyside Police:

Operational Officers

Other Criminal Justice Departments

ii) Outside Merseyside Police:

Regular:
CPS &
HMCTS and
Defence Solicitors/legal representatives
External forces

Occasional:
Social Services,
Probation Service,
Prison Service,
Education welfare and
Non-prosecuting agencies

5. CONTEXT:

a) *Operating Environment:* (Services provided, work patterns, who are the customers)

Monday – Friday daytime.
Role suitable for Force Flexitime Scheme

Customers are operational police officers, victims and witnesses.

b) *Framework and Boundaries:* (Policies and procedures which affect you and how these can be changed).

The post holder is required to work within the criminal justice, legal and procedural framework to ensure compliance with all relevant statutes and policies. Changes in legislation and procedure dictate variations in policy and working practice.

Victim's Code of Practice
Witness Charter

c) *Organisation:* (For each type of post that reports directly to you, outline below the posts overall responsibilities).

N/A

6. DIMENSIONS: (Indicate in quantitative terms, key areas on which your job has an impact).

Financial: N/A

Staff: N/A

Other: Victims and Witnesses, Partner Agencies, Members of the public and operational officers.

7. JOB CHALLENGES: (Describe the most challenging or complex parts of your job).

A Witness Care Officer will be in contact with individuals who may be going through at traumatic time in their lives. This will require the post holder to be polite and considerate, showing empathy and compassion giving the individual the time needed to deal with their specific needs and concerns whilst managing a demanding case load.

A Witness Care Officer will need to support individuals who are reluctant to give evidence.

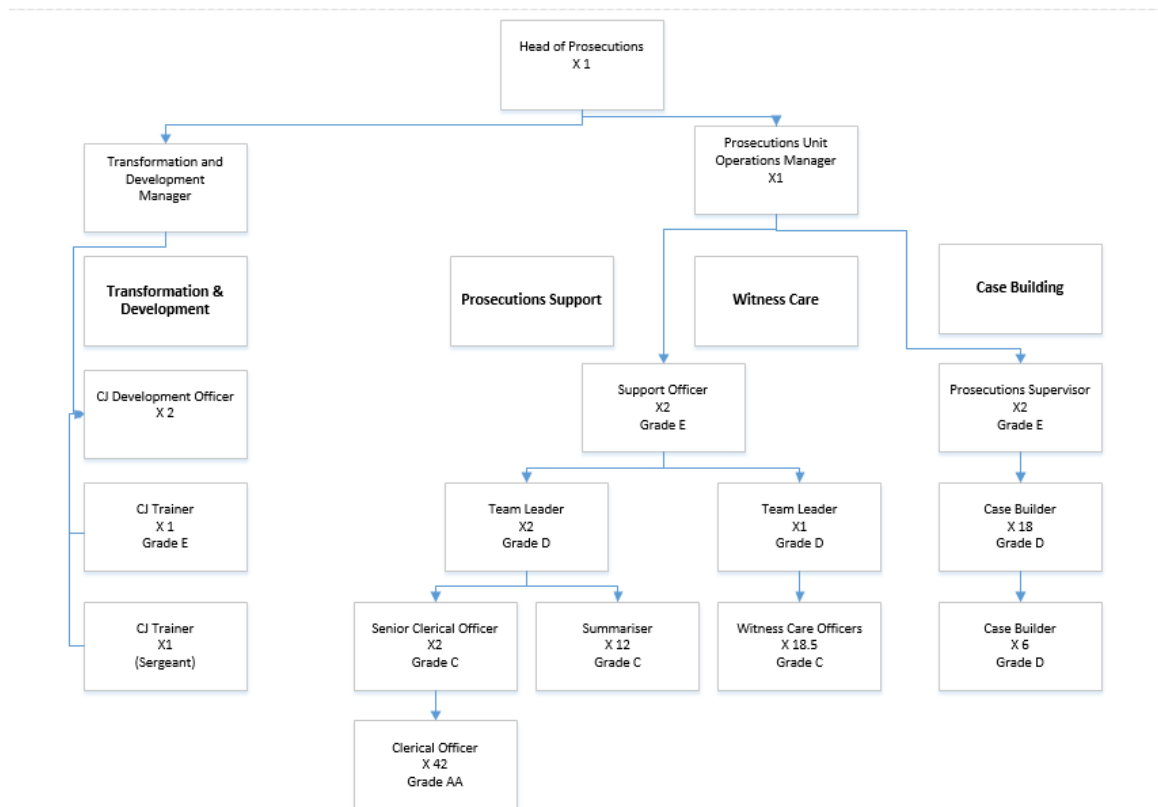
A Witness Care Officer will be in contact with police officers who are frustrated with planned court dates as it may affect their rest and/or annual leave.

The type of cases being prosecuted can be distressing/disturbing for those dealing with them e.g. child sexual offences. The Witness Care Officer must be professional whilst managing the needs of the victims and witnesses.

8. ADDITIONAL INFORMATION: (Provide any further information, not included in your previous answers, which you consider would assist others to achieve a better understanding of your job).

9. ORGANISATIONAL STRUCTURE:

(Draw an organisational chart of your Department / Section, indicating the position of your post within it).



10. AGREEMENT OF QUESTIONNAIRE CONTENT:

(Please sign when completed)

POSTHOLDER'S NAME:

(Please print in block capitals)

POSTHOLDER'S SIGNATURE:

Date:

Extn:

MANAGER'S NAME:

(Please print in block capitals)

MANAGER'S SIGNATURE:

Date:

Extn: