

## PERSON SPECIFICATION

**Job Title:** Project 360 – Victim Engagement worker

**Weekly Hours:** 37(potential to be covered through part-time or flexible working arrangements)

**Salary:**

Criteria	Essential	Desirable
<b>Education &amp; Knowledge:</b>	<ol style="list-style-type: none"> <li>1. Previous knowledge of Domestic Abuse and Violence policy.</li> <li>2. Knowledge of roles of various agencies at local and county level and services available to support survivors.</li> <li>3. Trained in use of DASH Risk Assessment</li> </ol>	
<b>Work Experience:</b>	<ol style="list-style-type: none"> <li>4. Recent and relevant experience of managing crisis and trauma in a professional environment;</li> <li>5. Experience of working with people affected by domestic abuse</li> </ol>	<ol style="list-style-type: none"> <li>14. Experience of working with children &amp; young people</li> </ol>
<b>Personal / Interpersonal Skills, Aptitudes:</b>	<ol style="list-style-type: none"> <li>6. Excellent listening skills with the ability to communicate verbally and in writing through a variety of media.</li> <li>7. Proven interpersonal skills and the ability to quickly and effectively establish rapport.</li> <li>8. High levels of tact, discretion and diplomacy with proven ability to remain emotionally resilient when faced with distressing scenarios.</li> <li>9. The ability to deal professionally and assertively with colleagues and senior personnel from partner agencies.</li> <li>10. Effective organiser capable of planning and organising own work with proven ability to work on own initiative including unsupervised working.</li> </ol>	<ol style="list-style-type: none"> <li>15. Proven ability to manage complaints and conflict in a customer focussed environment.</li> <li>16. Demonstrate an ability to operate and achieve results through influence and negotiation</li> </ol>
<b>Special Skills:</b>	<ol style="list-style-type: none"> <li>11. Demonstrate an ability to apply awareness of equality and diversity issues appropriate to this role.</li> <li>12. Maintain a tactful and professional approach and ensure that working practices are consistent.</li> <li>13. Must hold a full driving licence and be prepared to use own car for business purposes (Reasonable adjustments will be made in line with Equalities Act 2010)</li> </ol>	

## ROLE DESCRIPTION

<b>Job title:</b>	Project 360 – Victim Engagement worker
<b>Responsible to:</b>	Project Manager – Project 360
<b>Responsible for:</b>	
<b>Contacts:</b>	Local Authorities, Children & Young People Services, Schools, Office of the Police & Crime Commissioner, specialist domestic abuse agencies, other agencies as required and Leicestershire police officers of all ranks.
<b>Role:</b>	<p>A short-term role as part of a Ministry of Justice funded pilot approach for engaging and supporting repeat victims of domestic abuse (who have experienced between 3 and 6 repeat incidents in the last 12 months).</p> <p>The role will provide an early intervention and response approach to support and engagement of repeat victims of domestic abuse through providing very early specialist support and information within 24 hours of police call-out to victims of incidents of domestic abuse to improve outcomes for those affected by domestic abuse, including safety and satisfaction with the partnership response.</p> <p>To use specialist skills and knowledge of local and national resource to maximise the risk assessment and support of those individuals and their families</p> <p>Working hours are to be determined as approach is developed, however this may involve working at unsocial hours including evenings and weekends to support a response approach.</p> <p>Due to the project time period this post would be suitable for an internal or external secondment.</p> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>• To increase engagement of repeat victims for domestic abuse in specialist support services</li> <li>• To increase access to local specialist support services</li> <li>• Earlier intervention</li> <li>• Greater proportion of convictions</li> <li>• Improved safety</li> <li>• High levels of satisfaction</li> <li>• Reduced levels of further incidents</li> <li>• Reduced severity of incident</li> <li>• Improvement in victim health and well being</li> <li>• Greater identification and support of children and vulnerable adults at risk of harm</li> </ul>

<b><u>Duties</u></b>	<b><u>Responsibilities</u></b>
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<b>Operational:</b>	<ul style="list-style-type: none"> <li>• Make contact with repeat victims of Domestic Abuse within 24 hours of a police call out or on a response basis.</li> <li>• Using an understanding of the delicate and highly emotional environment of Domestic Abuse, offer support and practical assistance</li> <li>• Sensitively negotiate and motivate victims to engage with support and protection options</li> <li>• Make an assessment of the victims needs</li> <li>• Make necessary referrals to agencies working in the victims local area and follow these through; acting as a bridge to continued support</li> <li>• Provide ongoing support for repeat victims, as required within the development of the project</li> <li>• Signpost victims to additional sources of help</li> <li>• Re-assess risk as necessary using DASH</li> <li>• Effectively communicate with internal and external partner agency managers and staff to provide timely updates and to negotiate resources, capacity and commitment regarding victim engagement.</li> <li>• To work as part of a team and attend meetings as required and as agreed by the Project Manager.</li> </ul>
<b>Administration:</b>	<ul style="list-style-type: none"> <li>• Feed into evaluation and improvement and development of the project approach.</li> <li>• Update relevant data systems</li> </ul>
<b>General</b>	<ul style="list-style-type: none"> <li>• Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people</li> <li>• Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.</li> <li>• Be flexible in terms of working location and be prepared to work temporarily at other locations within Leicester, Leicestershire &amp; Rutland, undertaking a similar role</li> </ul>