

Kent County Council

Job Description: Youth Justice Practice Improvement and Development Officer – Victim Voice Lead

Directorate:	Children, Young People and Education
Unit/Section:	Integrated Children's Services
Grade:	KR10
Responsible to:	Practice Improvement & Development Manager – Youth Justice

Purpose of the Job:

This role is an integral part of the YJ Practice Improvement Team, which is responsible for driving continuous performance improvement across the Youth Justice partnership through policy, guidance, constructive challenge, and support.

Working alongside peers and managers, this role will lead on providing high quality support to victims of youth crime and ensuring that the voice of victims is fundamental to the intervention practitioners undertake with young people. The post holder will share responsibilities, support, and work closely with the Referral Order Volunteer Lead.

The purpose of the role is to:

- Ensure that policy, strategy, and standards of services to victims are ambitious, achievable, and are reflected in excellent operational delivery.
- Ensure that Restorative approaches and reparation activity are embedded in Kent Youth Justice practice
- Ensure that the voice of victims and Restorative Justice are fundamental to YJ work with young people
- Provide specialist advice, guidance, and challenge to practitioners and managers to ensure restorative practice and performance is of the highest quality.
- Ensure that the views of victims inform service delivery
- Provide effective supervision and Line management to non case holding staff to ensure quality delivery of services across the county.

Main duties and responsibilities:

- As an integral part of the YJ Practice Improvement Team, drive continuous performance improvement across the Youth Justice partnership through policy, expert guidance, constructive challenge and support
- Provide specialist advice, guidance and support to practitioners and managers to ensure they understand and can fulfil their responsibilities to embed restorative approaches
- Develop, coordinate and articulate an effective Victim Voice plan, processes and resources to ensure high quality operational restorative approaches, including proxy and

indirect victim voice, are available in all relevant cases.

- Devise, implement and report on meaningful mechanisms to consistently hear and respond at strategic level to feedback from victims
Supervise, manage and develop an effective resource to support Victim Voice work
- Work jointly with the Referral Order Volunteer Lead to deliver both areas of work, with a lead responsibility for Victim Voice.
- Provide effective line management and supervision for non case holding Practitioners to ensure quality delivery of county wide services.
- Collaborate with the Volunteer lead and commissioned services to develop and coordinate a clear and effective plan to support the delivery of Reparation and other Restorative Approaches

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: Person Specification: Practice Improvement and Development Officer - Victim Voice Lead

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Mediation, Counselling, Restorative Conferencing or other training relevant to engaging with victims
EXPERIENCE	Challenging, supporting and developing practitioners, managers and/or volunteers to improve Analysing, observing and auditing case work and practice to identify good practice and areas for development Safely de-briefing vulnerable people following sensitive and emotional discussions Establishing and navigating professional relationships with a wide range of people
SKILLS AND ABILITIES	Excellent communication skills in all formats Ability to develop clear and concise guidance, policies and processes Ability to translate strategy and policy into effective service delivery processes Ability to grasp complex issues Passion to take initiative to keep up to date on latest research related to the service Ability to effectively build a trusting and effective relationship with victims of crime Ability to deliver inspirational, clear and motivational information to volunteers and practitioners
KNOWLEDGE	Good understanding of how working with adolescents is different to working with children and adults Excellent understanding of Restorative Justice and Trauma-informed principles and approaches Broad knowledge of the range of systems and data requirements to manage inspection and audit processes Broad knowledge and understanding of Youth Justice legislation and policy, specifically Restorative approaches and working with victims

	Insight into the needs of victims
BEHAVIOURS AND KENT VALUES	Kent Values: <ul style="list-style-type: none"> • We are brave. We do the right thing, we accept and offer challenge • We are curious to innovate and improve • We are compassionate, understanding and respectful to all • We are strong together by sharing knowledge • We are all responsible for the difference we make

Organisational Responsibilities

All Corporate Directors, Directors and Heads of Service have an explicit responsibility to work as part of a team to deliver, collectively, the agenda of the County Council. These are fundamental elements of their role not an addition and are summarised as follows

Whole Council

- Seek to improve the lives of all residents in Kent and the economy of Kent
- Act as corporate parent to the Council's Looked After Children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code)
- Advise elected Members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies

Embedding Commissioning and Engaging Relevant Markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance
- Deliver to agreed budget and income targets