

Kent County Council

Job Description: *Youth Justice Practise Improvement and Development Office – 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

Job Purpose

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.
- * Oversee and direct the activity of Participation Apprentices
- * Ensure that the views of victims inform service delivery

Accountabilities

1. 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
2. Provide specialist advice, guidance and support to practitioners and managers to ensure they understand and can fulfil their responsibilities to embed restorative approaches
3. Develop, coordinate, and articulate an effective Victim Voice plan, and processes, to ensure high quality operational restorative approaches, including proxy and indirect victim voice, are available in all relevant cases.
4. Devise, implement and report on meaningful mechanisms to consistently hear and respond at strategic level to feedback from victims

5. Supervise, manage and develop an effective resource to support Victim Voice work
6. Work jointly with the Referral Order Volunteer Lead to deliver both areas of work, with a lead responsibility for Victim Voice.
7. Provide effective oversight of, and direction to, Participation Apprentices
8. Support the YJ Management team to monitor the performance of commissioned services and partners, including Probation, NELFT, WAWY, to promote integrated and improved delivery
9. Collaborate with the Volunteer lead 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: *Youth Justice Practise Improvement and Development Office – 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.

Qualifications	Mediation, Counselling, Restorative Conferencing, or other training relevant to engaging with victims
Experience	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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• Insight into the needs of victims

Kent Values and Behaviours	<p>Kent Values:</p> <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 <p>Open:</p> <ul style="list-style-type: none"> • Work in new ways <p>Invite contribution and challenge:</p> <ul style="list-style-type: none"> • Work collaboratively to find new solutions • Actively encourage and expect contribution <p>Accountability:</p> <ul style="list-style-type: none"> • Focused on outcomes • Take personal and professional responsibility for your actions and performance
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