

## Kent County Council

### Job Description: *Permanent Relief Practitioner – Victim Voice Worker*

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**Directorate:** Children, Young People and Education  
**Unit/Section:** Integrated Children's Services/ Adolescent Services: Kent Youth Justice Service  
**Grade:** KR6  
**Responsible to:** Kent Youth Justice Service - Practice Improvement & Development Officer – Victim Voice Lead

#### **Purpose of the Job:**

As a member of the Kent Youth Justice Victim Voice team, you will be required to make direct contact with victims, giving them the opportunity to share their thoughts, wishes and feelings, as well as the impact the crime has had on their lives. You will contribute to the ongoing development of Restorative approaches in Kent to ensure that the highest standards of practice and service are provided to partner agencies, victims and young people.

#### **Main duties and responsibilities:**

- Under supervision, undertake direct work with victims, seeking their thoughts, wishes and feelings, as well as the impact the crime has had on their lives.
- Offer practical assistance to victims and their families, in accordance with organisational procedures, as agreed with, and under the guidance of the Victim Voice lead.
- Participate in induction, mandatory training, development opportunities, line management and supervision.
- Evaluate and record your work, and the impact of this, in a timely and accurate way, including inputting on the electronic case records system.
- Liaise with Youth Justice teams across the county and external agencies such as Kent Police, and commissioned providers such as Restorative Solutions.
- Support the development of an effective and engaging restorative justice offer, ensuring this can meet diverse needs of both victims and young people.
- Deliver effective and meaningful restorative approaches, co-ordinated in partnership with Youth Justice teams and external agencies, using both direct and indirect methods with victims and/or young people.

- Adhere to safe practices for lone working, as directed by your manager.
- Keep accurate records of your hours worked and expenses, submitting timely claims in the agreed format.
- Promote equality and work in a way which recognises and encourages anti-discriminatory behaviour, respecting confidentiality of information, recognising victims' and their family's rights, choices and respecting personal beliefs.

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: *Permanent Relief Practitioner – Victim Voice Worker*

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.

	<b>CRITERIA</b>	<b>How tested</b>
<b>QUALIFICATIONS</b>	<p>Good general education to GCSE level standard or equivalent, including English Language.</p> <p>Mediation, Counselling, Restorative Conferencing, or other training relevant to engaging with victims.</p>	Application
<b>EXPERIENCE</b>	<p>Navigating professional relationships with a wide range of people.</p> <p>Safely de-briefing vulnerable people following sensitive and emotional discussions.</p>	Application and interview
<b>SKILLS AND ABILITIES</b>	<p>Excellent communication, listening and observational skills.</p> <p>Ability to grasp complex issues.</p> <p>Able to handle confidential and sensitive information in a responsible and respectful manner.</p> <p>Ability to effectively build a trusting and effective relationship with victims of crime.</p> <p>An ability to engage and build a positive relationship with young people who can present with challenging behaviours.</p> <p>Basic ICT skills: Microsoft Office (e.g., Outlook, Excel, Word), and with training, able to use the electronic case recording system.</p> <p>Resourcefulness, responsiveness and able to organise yourself.</p> <p>Flexibility, willingness to travel to work with individual victims in their homes and willing to work in the evenings.</p>	<p>Interview/ exercise</p> <p>Application and interview</p> <p>Application and interview</p> <p>References</p> <p>References, interview</p> <p>References</p> <p>Interview</p>
<b>KNOWLEDGE</b>	<p>Understanding of adolescent development and the problems faced by young people in society.</p> <p>Understanding of Restorative Justice and Trauma-informed principles and approaches.</p> <p>Insight into the needs of victims.</p> <p>Broad knowledge and understanding of Youth Justice legislation, specifically Restorative approaches.</p>	<p>Interview</p> <p>Interview</p>
<b>PERSONAL QUALITIES</b>	<p>Able to demonstrate a sensitive, empathetic response to individuals and families in difficulties.</p>	Interview, References

	<p>Able to consistently apply professional boundaries.</p> <p>Resilience, self-care and self-awareness</p> <p>Reliability and persistence</p>	
<b>BEHAVIOURS AND KENT VALUES</b>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"><li>• Open</li><li>• Invite contribution and challenge</li><li>• Accountable</li></ul>	