

## Kent County Council

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

<b>Job Title</b>	<b>YJ Practice Improvement &amp; Development Officer - Victim Voice Lead</b>
<b>Directorate</b>	<b>Children, Young People and Education</b>
<b>Unit/Section</b>	<b>Integrated Children's Services</b>
<b>Grade</b>	<b>KR10</b>
<b>Responsible to</b>	<b>Practice Improvement &amp; Development Manager – Youth Justice</b>

#### 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.

#### Kent County Council

Person Specification: Practice Improvement and Development Officer

-Victim Voice Lead

<b>Qualifications</b>	Mediation, Counselling, Restorative Conferencing, or other training relevant to engaging with victims
<b>Experience</b>	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
<b>Skills and Abilities</b>	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
<b>Knowledge</b>	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
<b>Kent Values and Behaviours</b>	<b>Open:</b> Work in new ways
	<b>Invite contribution and challenge:</b> Work collaboratively to find new solutions Actively encourage and expect contribution
	<b>Accountability:</b> Focused on outcomes Take personal and professional responsibility for your actions and performance