

 HR Services putting people first	HUMBERSIDE POLICE Role Requirement	Objective Analysis: 3E
		Post No: Various
Position Title: Witness Care Officer	Grade: Scale 3	Vetting Level: RV
Overall Purpose of the role: To provide casework and general administrative assistance to the Witness Care Unit. Acts as a single point of contact between victims/witnesses and relevant agencies. Deals with enquiries which can often be of a sensitive nature and ensuring all correspondence is in a professional and courteous manner.		
Specific Roles/Tasks		
<p>Identifies the practical and emotional issues which need to be addressed prior to the court date, i.e. language difficulties, disability issues or vulnerability and forwards to the relevant agencies or solicitor.</p> <p>Working with police colleagues in order to, ensure witnesses are informed of their trial and ensure special needs of victims and witnesses are met to facilitate attendance at Court. Highlights to management any witness problems that cannot be resolved within the agreed timescales.</p> <p>Liaises with operational units to obtain casework decisions, milestones and case finalisation outcomes to ensure that victims and witnesses are informed within the agreed timescales and using their preferred method of contact.</p> <p>Maintains a close liaison with prosecutors, caseworkers, administrators, criminal justice agencies and police officers in managing and responding to the needs of victims and witnesses.</p> <p>Provide a general administrative assistant to other team members, including opening and responding, as appropriate to incoming post and general computer and database inputting.</p> <p>Responds to telephone enquiries and correspondence, records and updates file details accurately on to the database. Produce letters/ reports within previously agreed parameters.</p> <p>Uses Witness Management System (WMS) to input and extract information. Use Police National Computer (PNC); the Court Interface (LIBRA) and Crime Information System (CIS) to extrapolate data in conjunction with trials.</p> <p>Performs such other duties as reasonably correspond to the general character of the post and are commensurate with its level of responsibility</p>		

Responsibility		Decision Making	
<p>Maintaining an overview of court procedures.</p> <p>Maintaining the need for confidentiality.</p> <p>Acting as a central point of contact for the prosecutors, caseworkers, administrators, police officers and witnesses in relation to matters concerning the witnesses.</p> <p>Ensuring that risks to the Force, BCU/Branch which may affect its ability to provide business as usual now or in the future are identified and escalated to their line manager or local Risk Champion at the earliest opportunity.</p> <p>Responsible for using the NDM and THRIVE model in all actions undertaken.</p> <p>As a member of Humberside Police you will accord with the Standards of Professional Behaviour, as outlined in the Code of Ethics, at all times. You will recognise the responsibilities of your role and act lawfully in the public interest. Your conduct will encourage others to have confidence in policing. You will have honesty and integrity and be open and transparent in your decisions and actions. You will treat people fairly and demonstrate respect, tolerance and self-control. You will lead our service by good example and will report, challenge or take action against the conduct of colleagues which has fallen below the standards expected.</p>		<p>Decisions must be made in conjunction with the Witness Care Unit Manager and in liaison with the SIO.</p>	
		Additional Information	
Reports to		Direct reports:	
<p>Caseworker Manager/Witness Care Team Leader</p>		<p>None</p>	
<p>Prepared by:- Simon Trays Date :- 27/08/2014</p>	<p>Confirmed by:- Julie Cropper Date:- 27/08/2014</p>	<p>Received by:- Date:-</p>	

Person Specification

		Scale 3
Attainments/ Knowledge	Essential	Literate and Numerate. Educated to G.C.S.E standard or equivalent.
	Desirable	BTEC/NVQ or equivalent on Business/ Admin related subject.
Experience	Essential	Experience of working with the general public, incorporating problem solving and dealing with sensitive and emotive situations. Experience of using computers to input, amend or retrieve information. Previous administrative experience incorporating keyboard skills etc.
	Desirable	Previous experience of case management systems. PNC Trained.
Skills/ Specialisms	Essential	Good oral and written communication skills including telephone skills. Has the ability to work within a team. Has the ability to communicate clearly what is required to other staff and other agencies, and give reasons for requests. Good organisational skills. Maintains appropriate quality standards.
	Desirable	Demonstrates awareness and sensitivity of both Crown Prosecution Service and equal opportunities policy and wider diversity issues.
Decision Making/ Problem Solving/ Planning	Essential	Considers all aspects of a situation, weighing up different options to arrive at the best solution. Prioritises work and manages own time effectively. Thinks ahead and identifies potential problems.
	Desirable	
Practical Effectiveness	Essential	Demonstrates attention to detail and accuracy in all work undertaken. Ability to work under pressure and contribute to the work of the team. Ability to manage stressful situations on a daily basis and confidence to react immediately with tact and diplomacy. Self motivated. Flexible to meet the demands of the post. Possesses an appreciation of the need for confidentiality.
	Desirable	
Citizen Focus		A citizen focussed culture exists when every member of staff considers the impact that their actions have on the people they serve and proactively seeks ways of improving the quality of the service that they provide. The post holder must convey to both internal and external clients a customer focussed service based on fairness and quality and ensure they fully understand and represent the Force's values and principles at all times.
Respect for Race & Diversity		Considers and shows respect for the opinions, circumstances and feelings of colleagues and members of the public, no matter what their race, religion, position, background, circumstances, status or appearance. Understands other people's views and takes them into account. Is tactful and diplomatic when dealing with people, treating them with dignity and respect at all times. Understands and is sensitive to social, cultural and racial differences.