



HM Prison & Probation Service

PS Job Description (JD)

PS Band 4

Directorate: Probation Service

Job Description: Victim Liaison Officer

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Job Description

Job Title	Victim Liaison Officer
Directorate	Probation Service
Band	PS Band 4

Overview of the job	The job holder will work with victims of crime and victims' families who are participating in, or are being considered for inclusion in, the statutory Probation Service (PS) Victim Contact Scheme (VCS) or Victim Notification Scheme (VNS). The job holder will work in accordance with the PS VCS and VNS Guidance, relevant policies, and legislation to contribute to the assessment and management of risk posed by offenders in order to protect the public. They will liaise with victims and their families to provide them with information about significant developments during the offender's sentence or order and enable victims and their families to participate by making representations to inform decision-making around risk management. The job holder will also liaise with relevant professionals across organisations and contribute to inter-agency meetings to ensure that the views of victims and their families have been considered.
Summary	The post holder will have direct contact with individuals and their families who have been victims of serious crimes, including those involving violent, sexual, or stalking and harassment offences. The key roles of the Victim Liaison Officer (VLO) are to: - Provide information to victims and their families during the key stages of the offender's sentence/hospital order and contribute towards the assessment and management of the risk of harm to victims and their families. - Liaise with, provide, and analyse information for, and give advice to criminal justice agencies and other partner agencies to ensure that the perspectives of victims and their families have been considered. - Work in partnership with other agencies with the aim of preventing reoffending and meet the needs of victims, whilst considering the rights and needs of offenders. The post holder requires knowledge and understanding of the criminal justice system, including the functions of the courts, prisons, probation, and the Parole Board, as well as Youth Justice Services and the arrangements for Mentally Disordered Offenders. The post holder will be required to travel on a regular basis to maintain contact with victims, their families, and other professionals who may be based across rural and urban areas. The post holder must work within the aims and values of the PS and HM Prison and Probation Service. This includes demonstrating a commitment to equality and inclusion in line with PS policies and procedures.

	The post holder must adhere to all policies in respect of the sensitive/confidential nature of the information handled whilst working in this position. Some out of hours working may be required during the week and weekends.
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Responsibilities, Activities & Duties	The job holder will be required to carry out the following responsibilities, activities and duties set out below: • Liaise with the victims and their families to ensure they are informed about key stages and developments regarding an offender's sentence or hospital order as set out in the VCS and VNS. • Use computer-based administrative systems to obtain relevant information and to produce, update and maintain records relating to victims, and other documentation, within agreed timescales. • Assess the risks and needs of victims and their families and complete any required actions within appropriate timescales including home and/or alternate location visits as required in accordance with the PS VCS and VNS Guidance. • Identify changes in risk or need and refer to senior managers and professionals in other agencies as appropriate. • Carry out safeguarding children and safeguarding adult duties in accordance with the PS statutory responsibilities and agency policies. • Ensure effective referrals to, and communication with, other probation colleagues and professionals in other agencies. • Participate in a range of interprofessional meetings to represent victims and their families (and/or the PS) to support risk management and safeguarding of victims. • Carry out duties in accordance with policies and legislation governing parole proceedings, and to support victims and their families to write a personal statement and/or present their statement to the parole board in person or remotely. • Provide training and mentoring support to new VLOs and other probation practitioners and educate professionals from other agencies about the VCS and VNS and their responsibilities. • Engage in ongoing learning and development to maintain up-to-date knowledge and understanding of current policies, legislation, and best practice, including completion of all mandatory training. • Provide cover within the victim liaison unit as appropriate. The duties/responsibilities listed above describe the post as it is at present and are not intended to be exhaustive. The job holder is expected to accept reasonable alterations and additional tasks of a similar level that may be necessary. Significant adjustments may require re-examination under the Job Evaluation Scheme and shall be discussed in the first instance with the job holder.
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	An ability to fulfil all spoken aspects of the role with confidence through the medium of English or (where specified in Wales) Welsh.
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Civil Service Success Profile Criteria

Behaviours	• Making Effective Decisions • Changing and Improving • Delivering at Pace • Communicating and Influencing • Developing Self and Others • Working Together
Strengths	(Note: we recommend you choose 4 to 8 strengths locally – select from the list of Civil Service strength definitions on the intranet.
Ability	
Experience	• Experience of working with people from diverse backgrounds who have experienced a range of social/personal difficulties, communicating effectively and sensitively, and working in a trauma-informed way. • Experience of working with diverse communities including promoting equality and valuing diversity. • Knowledge and understanding of the assessment and management of risk in relation to offenders and victim safeguarding. • Knowledge and understanding of the Criminal Justice system and related agencies.
Technical	• Minimum 5 GCSEs at Grade C or above, including English and Maths.

Minimum Eligibility	<i>Please do not alter this box</i> • All candidates are subject to security and identity checks prior to taking up post. • All external candidates are subject to 6 months' probation. Internal candidates are subject to probation if they have not already served a probationary period within HMPPS. • All staff are required to declare whether they are a member of a group or organisation which HMPPS consider to be racist.
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Hours of Work (Unsocial Hours) Allowances	37 hours per week.
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