



Role Profile

Job Title: Restorative Justice Worker	Grade/ Level: L	Post Number: DR00002
Directorate: Children's Services Youth Offending Team	Job Family: Drugs and Crime	Date Prepared: March 2017
Role reports to (Job Title): Operational/Team Manager		
Job Purpose: To maintain and develop a credible and comprehensive restorative justice service for victims and young offenders based on relevant legislation and good practice guidance.		
Key Accountabilities: <ol style="list-style-type: none"> 1. Identify and implement measures necessary to assure the safety of victims, young offenders and others taking part in restorative justice processes within the Yot, Secure Estate (Prisons), Police premises and Schools. 2. Responsible for the assessment of victims, young offenders and others taking part in restorative justice processes facilitated by the YOT to ensure that their participation is safe and appropriate, and where necessary, secure the approval of management for more difficult processes (including restorative justice conferences). 3. Establish levels of risk and carry out comprehensive risk assessments identifying potential for physical harm as a preliminary to decisions about the viability and safety of conducting restorative justice conferences or other interventions. 4. Plan, organise and chair restorative justice conferences, ensuring the competency of all agency staff participating in the process, and monitor the impact on behaviour and outcomes. 5. Assist with the provision and organisation of direct and community reparation activities, including community led RJ panels, RJ in Schools, and policing strategies for pre court diversions. 6. Assist with the continued development and implementation of victim involvement in Referral Order Panels by carrying out training of staff and volunteers when required and ensuring safe working practices. 7. Assist with the promotion of the benefits of RJ in order to meet national and local targets for the direct involvement and satisfaction of victims of youth crime, and take responsibility for improving the percentage of victim involvement in line with Youth Justice Board Key Performance Indicators. 8. Identify and develop appropriate partnerships with other providers, both in the public and voluntary sectors, to increase the effectiveness of the restorative services offered by the Yot. 		

9. Assist with the development of local policies, protocols and service level agreements based on up to date practice and compliance with victim codes of practice.
10. Provide verbal, written and analytical reports on the development and effectiveness of restorative justice in the YOT.
11. Ensure the safe handling, retention and disposal of sensitive personal information in compliance with data protection and related legislation
12. Undertake any other duties that can be accommodated within the grading of the post.

Job Scope: No & type of jobs Managed:

Typical tasks supervised/allocated to others:
Identifying and contacting victims and families; setting up conferences and logistical support; administration of the specialised data base.

Job Scope: Able to work independently taking day to day decisions on the viability of victim involvement taking into account the spectrum of offences and related circumstances up to and including grievous bodily harm and serious sexual assault.

Budget: n/a
Assets: n/a

Knowledge & Experience:

- Good standard of general education.
- Considerable experience of working directly with challenging young people.
- Experience of working with people who have experienced trauma and physical or emotional harm.
- Experience of co-ordinating services within a multi-agency environment.
- Knowledge of the youth justice system and child protection issues.
- Knowledge of good practice and legislation relating to victims.
- Skilled in conflict resolution/mediation.
- Basic Office and IT skills including file management.
- Awareness of diversity and cultural differences.
- Experience in dealing with emotional abuse and aggressive behaviour.
- Able to work independently and safely in potentially risky environments such as visits to home, Secure Estate, YOI or prison and Police custody suites.
- There is a substantial amount of working outside of normal office hours at weekends and evenings in order to engage with members of the public who are victims or otherwise associated with the restorative justice process.

Decision Making:

The ability to recommend to managers the viability (safety) of an RJ conference and the wellbeing of all participants taking into account the risk of further physical or emotional harm arising out of a direct managed confrontation between victim and offender.

Able to manage personal safety and security arising out of lone working visits to offender's homes, Police custody or Secure Estate, YOI or prison.

Able to understand the complex and often highly sensitive nature of the work engaging victims in the criminal justice system.

Decisions made are linked to good practice guidelines but need to be made on an individual basis taking into account circumstances at the time.

Decisions will affect the individual's future and inappropriate decisions can lead to re-victimisation.

Contacts and Relationships:

Written Communication

Able to produce individual letters of a sensitive nature and regular performance reports as required and writes and reviews policies, protocols and SLAs .

Verbal Communication

Contact with victims and offenders both face to face and via telephone on often extremely sensitive issues. Liaises with other team members and representatives of both internal and external agencies. Attends meetings to discuss policy and development of restorative justice principles and practice.

Has daily contact with practitioners and managers within the Yot. Has regular contact with the police, mediation, and restorative justice organisations, other Yot's, Courts and other professional agencies.

Deals with members of the public both in regard to victims/offenders and as a Yot representative.

Creativity & Innovation

- Constantly reviews models of practice and seeks developments e.g. new ways of facilitating restorative justice processes.
- Able to respond creatively to the dynamics of the RJ process in order to manage a safe and satisfactory outcome.
- Seeks new ways of disseminating information and raising public awareness.
- Open to change and able to adapt to new legislation and policies.
- Flexible in the approach to work, and be able to adapt ways of working to suit the needs of victims/young people.

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,?"

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and

built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

In accordance with the provisions of the Data Protection Act 1998, jobholders should take reasonable care to ensure that personal data is not disclosed outside the Council procedures, or use personal data held on others for their own purposes. In accordance with the provisions of the Freedom of Information Act 2000, ensure requests for non-personal information are dealt with in accordance with the Council's written procedures.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: