

## **Voice for Victims and Witnesses**

### **Job Description**

**JOB TITLE:** Team Leader.

**SCALE 6:** £24,816 - £26,534.

**SUPERVISION AND CONTROL:** Responsible for management of Introduction and Case management Team (ICMT)

#### **Purpose of the role:**

- a) The Team Leader will be responsible for ensuring that Voice delivers the targets and timeframes as set out within the OPCC SLA.
- b) The Team Leader will be responsible for ensuring that the specialist caseworkers and support workers provide practical and emotional support to victims and witnesses of crime.
- c) The Team Leader will provide the day-to-day line management of the Specialist Caseworkers and Support Workers. This post will also involve the supervision of the volunteer team.
- d) The Unit supervisor will report directly to The Senior Service Delivery Manager.

#### **Specific Role Responsibilities:**

- a) To oversee the workload within the team and deliver a service that is tailored to the victim or witnesses personal needs.
- b) To undertake regular appraisals on your staff in accordance with the Voice PDR process and take responsibility for helping to address their personal and career development needs.
- c) To undertake regular reviews with volunteers assessing their cases providing positive and negative feedback and identifying and addressing learning requirements.
- d) To organise the provision of staffing, in conjunction with the Senior Service Delivery Manager to ensure suitable levels of cover are maintained at all times.
- e) Working with the Witness Care Unit Team Leader to increase the referrals and restorative justice referrals from the WCU team to the Introduction and Case Management Team.
- f) Identify problems and issues facing the delivery of the minimum requirements and implement plans working with the Business Delivery Performance Manager to address these.

- g) To monitor and manage staff sickness absence and annual leave ensuring compliance with Voice policy.
- h) To ensure staff are aware of Voice policies in relation to equality and diversity and to proactively manage any instances of non-compliance.
- i) To take responsibility for health, safety, welfare and personal development of all staff within the department.
- j) To participate in the Voice PDR process and take responsibility for identifying your own professional and career development needs.
- k) To carry out any other duties commensurate with the purpose and grading of the post that may be required.

**Knowledge Skills and Delivery (Additional):**

- Must have experience of leading a team, encompassing successful development of staff.
- Should have effective communication and presentation skills.
- Able to use IT and software packages where appropriate.
- Demonstrable experience of managing and developing a team with clear evidence of outputs.
- Evidence of successfully planning and organising work with short and long term timeframes

**Hours of Work and flexibility:**

Normal hours of work are 37 hrs a week at times agreed by management. Core operating hours are currently Monday- Friday 08:00 – 20.00 with the occasional Saturday 09.00-12.45. Duties may vary according to local operational needs.

**NOTE:**

The job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which the post holder will be required to work. In the interests of effective working major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and other consequential changes will be carried out in consultation with the post holder. The post holder will be also required to carry out such other duties as may be determined from time to time to be within the general scope of the post.

The annual leave entitlement is 23 days pro rata with an additional 5 days after 5 years of continuous service.