

## Job Description

Job title	Youth Justice Victim Coordinator
Directorate	PEOPLE : Children and Adults
Division	Youth Justice Service
Range	MPR 5
Reports to	Youth Justice Team Manager

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### Main purpose of the job:

The post will involve having responsibility for Restorative Justice services in the team. The Restorative Justice Services Coordinator have responsibility for the Youth Justice Service (YJS) in discharging its obligations under the Code of Practice for victims of crime, and the Ministry of Justice's national Standards for Youth Justice. The post holder will enable the service to develop its compliance to the Restorative Justice Council's National Occupational Standards and Best Practice Guidance for Restorative Practice

To provide a range of restorative justice interventions to those who have been harmed by youth crime and to children known to Medway YJS. This will include contacting victims and assessing their needs and wishes, and where appropriate offering or delivering direct restorative justice conferences, indirect restorative justice, supporting victims and signposting victims to other agencies, individual victim awareness work with children, victim impact groupwork, developing restorative processes within the YJS and partner agencies and supporting restorative Referral Order panels

Ensure that the needs and perspectives of individuals harmed by a child's offence are understood and reflected within any work that the service undertakes, so that their voices are heard and considered throughout the youth justice process. Work with victims, youth justice practitioners and other professionals so that victims are not subject to further harm and are assisted in their recovery from harm.

To provide a comprehensive and effective integrated restorative justice service to respond to the needs of victims and children and their families in a timely manner and within statutory guidelines.

To work closely with YJS teams to assess need, plan and deliver focused interventions to prevent offending, safeguard children, support victims and promote positive outcomes through restorative justice.

Work with other partners who are involved in the support made available to victims of crime

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

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### Accountabilities and outcomes:

Lead the team in promoting best practice in respect to Restorative Justice and developing restorative justice services within the team.

Lead on data collection and analysis in respect to effectiveness of panels and restorative and other interventions provided to victims. This will include the tracking of cases where there are identifiable victims and the monitoring of outcomes.

To assess risk and safety of victims and children working with YJS and communicate safety issues to the relevant networks, respecting victim wishes concerning confidentiality, at all times. To work to reduce risk and increase safety for all concerned.

To contribute to and assist with the development of the Medway YJS Out of Court Resolutions, Risk Management and Referral Order Panel programmes. To promote restorative practice in Referral Order panels and maximise opportunities for victim engagement.

To engage in effective multi-agency work with other professionals within the YJS, and with voluntary and statutory agencies in the community – including Victim Support, local mediation schemes, the Metropolitan Police, the Witness Service, Probation, Community Safety, schools, the Restorative Justice Council and other relevant agencies, in relation to the provision of services to victims and restorative practice.

Ensure clear information is given to victims about what they can expect at different points in a child's work with the YJS. Work with Youth Justice Officers and Managers to ensure that the support offered to victims will sufficiently promote their safety and wellbeing

Develop effective engagement and relationship building with victims which enables individualised, responsive support and access to services

Liaise with each identified victim and record their satisfaction with the services provided to them by the YJ Service, including restorative approaches. The Restorative Justice Co-ordinator will be responsible for the data returns related to Restorative Justice to the Medway Youth Justice Board and also the Youth Justice Board for England & Wales. Ensure that the individual needs of the victim are well understood and that victims are supported to make informed choices about their needs support delivered meet the needs of the victim

Ensure adherence to relevant legislation, policies, and procedures, including safeguarding and risk assessment.

To manage and facilitate restorative work with victims and children in accordance with the Code of Practice for Victims of Crime, the Youth Justice Board National Standards and 'Child First' principles and the Restorative Justice Council Best Practice Guidance for Restorative Justice Practitioners and their Case Supervisors and Line Managers and National Occupational Standards, including recording all casework to a high standard.

Contribute to and undertake appropriate risk and safety assessments and planning, communicating safety concerns to the relevant networks, respecting victim wishes concerning confidentiality and working to reduce risk and increase safety for all concerned. This will include the assessment and development of plans for victim safety and enhanced risk assessments for serious offences and with young people in custody.

Complete victim awareness sessions with children in one to one or group settings.

Directly assist and further support victims of crime by acting as the primary point of referral/contact between the Youth Justice Service and the Probation Victim Liaison Unit.

Regularly review and evaluate the effectiveness of service delivery to victims. This will include the development and collation of feedback mechanisms and evaluation processes to assess the quality and impact of support to victims and the delivery of restorative justice interventions to inform future practice.

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Maintain up-to-date knowledge of legislation, statutory guidance, research and council policy and procedures to ensure our statutory responsibilities to victims, children and young people are met.

Demonstrate good practice in the application and understanding of identity and diversity, ensuring that support offered to victims of crime is inclusive and culturally sensitive.

At manager discretion, other activities may be assigned that fit the job description.

### Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

### Accountabilities to Children and Young People

The children and young people of Medway have said the following qualities are really important to them:

- Be a good listener.
- Be non-judgemental.
- Be consistent and stable.
- Be contactable.
- Understand me.
- Be honest.
- Be focused.
- Be realistic.
- Be a good timekeeper.

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- Be resourceful in your approach.

Be ambitious for young people and promote others to share the same drive.

Champion Children and Young People's views and rights in everything you do.

Ensure Children and Young People's voices are listened to and acted upon.

'Do what you say and say what you do'. ]

### Organisation:

This role reports to the Youth Justice Practice Manager.]

[The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.]

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

### Working Style:

[HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.]

## Person specification

All criteria at level A should be considered essential requirements.

### Qualifications

#### Level A

[Educated to degree level. Degree in relevant subject e.g., Youth Justice, Youth Service or Probation.]

To be working towards accreditation as a Registered Practitioner at Foundation level or willingness to work towards. ]

#### Level B (in addition to level A criteria)

[Completion of an RJC approved foundation level qualification in restorative practice ]

#### Level C (in addition to levels A and B)

[Completed an RJC approved level 4 qualification (intermediate level) in restorative practice.]

Undertaken additional training including case supervision and further specialist training in areas such as domestic violence, harmful sexual behaviour, mental health. ]

### Knowledge

#### Level A

[Knowledge and understanding of restorative justice principles and practices, particularly within the criminal justice system.]

Knowledge and understanding of all relevant legislation and guidance, particularly in relation to working with victims and restorative justice.

An awareness of children's social care legislation.

Knowledge of safeguarding requirements with the ability to make sound judgements in relation to risk and protection. ]

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### Level B (in addition to level A criteria)

A good understanding of restorative justice processes, principles and standards including the Youth Justice Board Referral Order guidance.

Knowledge and understanding of data protection and GDPR in the context of work with victims

### Level C (in addition to levels A and B)

A developed understanding of restorative justice processes, principles, and standards

## Experience

### Level A

Experience of delivering restorative justice interventions to young people and their families.

Ability to assess and respond to risks and safeguarding needs presented by children.

Experience of delivering restorative justice training to staff and volunteers.

### Level B (in addition to level A criteria)

Developed expertise in assessing and responding to risks and safeguarding needs presented by children in the Youth Justice system.

Extensive experience of delivering restorative justice training to staff and volunteers

Experience of gathering, analysing and presenting data to multi-agency meetings and Boards

### Level C (in addition to levels A and B)

Experience of delivering restorative justice interventions in complex cases where victims have experienced significant harm.

## Skills

### Level A

Able to work on own initiative.

Proficient in the use of Microsoft Word, Excel, and Outlook

Able to engage with children in child first manner.

Able to engage adults in a professional manner.

Able to communicate clearly and effectively in a professional manner - written and verbal skills.

Skilled in building trust and rapport across diverse communities

### Level B (in addition to level A criteria)

Ability to manage a complex caseload and to drive multi-agency support to victims where necessary

Competence in the delivery of Child first principles in practice.

Being able to demonstrate a Child First approach to assessment, planning and intervention.

Presentation skills.

Ability to mentor and support foundation practitioners develop their practice.

Ability to facilitate a range of restorative conferences or approaches

Ability to deliver training to a wide range of audiences

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Ability to work flexibly and autonomously, managing own workload effectively within a multi-agency context, and taking responsibility for decision-making.

Strong interpersonal and communication skills, with emotional intelligence and conflict resolution capabilities. |

### Level C (in addition to levels A and B)

Ability to engage with individuals and communities where there are complex challenges or barriers to engagement

High level of communication skills. Confidently prepares and presents verbal, written, and varied information to large audiences.

Ability to involve others, including children, young people, families and victims in the design and delivery of services, interventions and programmes.

Ability to mentor and support intermediate practitioners develop their practice.

Ability to deliver restorative justice interventions in complex cases where victims have experienced significant harm |