



Role Title	Witness Care Officer	Reporting to	Witness Care Supervisor
Section	Criminal Justice	District/Department	Local Policing Support
Tenure		Rank/Grade	Scale 4

Part A – JOB DESCRIPTION

Overall purpose of role	To offer specialist care and support to all witnesses, providing a comprehensive Witness Care Service.
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Key outputs for role –
<ol style="list-style-type: none">1. Lead by example and behave in line with the Police Code of Ethics ensuring that the force values and behavioural expectations are clearly understood and considered by managers, officers and staff in their decision making and actions; reinforcing and influencing them through all interactions and processes.2. Maintain, update and interrogate computerised and paper systems, including an up to date contact directory, to ensure victims / witnesses are kept informed of case progress and outcomes.3. To respond to witness requests for further information and to negotiate with CPS, Courts and witnesses to ensure timely case progression through the Courts.4. Act as liaison between relevant agencies to provide timely and effective exchange of victim/witness information and implement necessary measures to enable witness attendance.5. Obtain witness availability, input witness details onto WCMS and forward to CPS and the Courts with strict deadlines in order to facilitate effective trial listings.6. To produce Home Office Production Orders, where required to ensure that any witnesses serving a custodial sentence appear at Magistrates Court.7. Conduct a detailed witness needs assessment offering and arranging specialist care/support in relation to witness warnings/ cancellations for Magistrates and Crown Court as directed by CPS and the Courts.8. Identify potential witness problems at an early stage and provide information, advice and support and undertake responsibility for referral to specialist units and agencies to ensure that standards are met.9. Liaise with hostile and reluctant witnesses identifying concerns and recommending/implementing appropriate actions to allay fears to secure their attendance at Court wherever possible.

Dimensions (Financial/Statistical/Mandates/Constraints/No. of direct reports)
<ul style="list-style-type: none">• Within the department warn approx. 100,000 witnesses and obtains availability for approx 25,000 witnesses per year.• Dealing with large numbers of telephone calls.• Handling of confidential and sensitive information requiring a high degree of accuracy in processing and a high level of personal integrity within specific time constraints.• Working in a constantly changing environment due to Government Legislation and Initiatives.• Complying with Force and Local Policing Support Health and Safety Policy and Procedures.• Contributing towards the Local Policing Support achieving its performance targets and priorities.

Work/Business contacts

- Internal:** Police Officers, specialist units such as Child Protection Units and Domestic Violence Units, Civilian departments and Local Policing Support.
- External:** Crown, Magistrates, Civil and Coroners Court, CPS including more specifically Crown Court Judges and other members of the judiciary, Probation Service, Prisons, Interpreters, outside Police Forces, Solicitors, Insurance companies, General Public, Witness and Victim support services, Doctors, Forensic officers and DSS.

Expertise in Role Required (At selection - Level 1)

Essential or Desirable

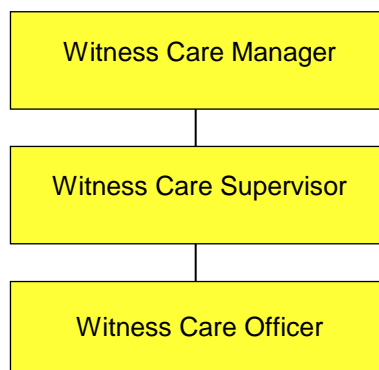
- | Expertise in Role Required (At selection - Level 1) | Essential or Desirable |
|---|------------------------|
| • Has experience of office systems and procedures. | Essential |
| • Basic knowledge of and has the ability to use computer packages such as Microsoft Office. | Essential |
| • Can demonstrate interpersonal skills or have experience of working in a customer focused environment. | Desirable |
| • Proven experience of working within in a multi-agency environment. | Desirable |
| • Basic knowledge of the Criminal Justice Systems. | Desirable |
| • Has relevant experience in Witness care or a customer service environment. | Desirable |

Other (Physical, mobility, local conditions)

Expertise in Role - After initial development - Level 2

- Can demonstrate a detailed knowledge of the procedures and practices cases taken to court
- Has successfully used relevant in-Force computer systems.
- Has established key contacts.
- Has completed disclosure training
- Has developed interpersonal skills with working in a customer focused environment
- Has a basic knowledge of systems and procedures of the department and how it fits within Local Policing Support and the force.
- Has a basic knowledge of the Criminal Justice System
- Has attended the Force Induction Programme or the Diversity Training.

Structure



PART B – COMPETENCIES & VALUES

Competency and Values Framework –

http://www.college.police.uk/What-we-do/Development/competency-and-values-framework/Documents/Competency-and-Values-Framework-for-Policing_4.11.16.pdf

Level 1 –Practitioner

PART C - DEVELOPMENT OF ROLE

Expertise in Role (Advanced - Level 3)

- Within the scope of the role has applied knowledge to implement improvements to working practices.
- Has a detailed knowledge of all relevant departmental and force procedures and practices.
- Has a detailed knowledge of systems and procedures of the department and how it fits within Local Policing Support and the force.
- Has a detailed knowledge of the Criminal Justice System
- Is recognised as an expert source of information on matters related to the work of the department.

PART D - ACCESS & VETTING

Standard IT Access	Default
Police Building (Perimeter and Zone access)	Perimeter access to police buildings where based
Vetting Level	Recruitment Vetting
Date accepted as a role profile	2012