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| Job description: |  |
| **Job title:** | Restorative Justice Hub Manager (RJ HM) |
| **Band:** | 6 |
| **Department:** | [*insert department name*] |
| **Reporting to:** | Senior Service Delivery Manager |
| **Responsible for:** | Service Delivery Support 1-2 FTEs Volunteers (20 - 40) |

## Purpose of the job

* To recruit, manage and develop volunteers and full or part time staff who will provide restorative justice services.
* To manage staff and participate in recruitment and selection;
* To develop and enhance local key stakeholder relationships with a view to enhancing partnership working and identifying and assisting in obtaining local funding;
* Maintain and enhance service delivery standards and effectiveness.

## Main duties

* Carry out effective management of volunteers and staff, assessing their competence to practice using national guidelines:
  + Recruitment and retention of volunteers and staff;
  + As appropriate manage and supervise staff;
  + Manage, provide advice, guidance and monitoring in relation to the volunteer’s or other staff roles at Victim Support;
  + Develop and address volunteer and staff performance, training and development needs and accredit;
  + Manage the allocation workload of volunteers and staff and monitor the progress and quality of work;
  + Manage administrative logistics for volunteers allowing them to maximise their time on client contact;
  + Ensure briefing and debriefing with volunteers takes place;
  + Provide regular supervision and annual review in line with national procedures
  + Ensure exit interviews are conducted;
* Ensure relevant databases are kept up to date;
* Produce progress reports as required and make sure that accurate information is communicated to senior management and relevant departments;
* Contribute as a member of the divisional team to local operational development and attend team meetings;
* Develop and manage local partnerships, ensuring:
  + Promotion of Victim Support Restorative Justice Services and the rights and needs of victims, offenders and other participants in a restorative process in accordance with restorative justice principles;
  + Enhancement of restorative justice referral and funding opportunities;
* Promote the work of Victim Support and provide information to local groups as necessary;
* Develop and maintain effective working relationships
  + Promote effective lines of communication e.g. volunteer and staff meetings, area fora and newsletters;
  + Ensure volunteers develop good working relationships with other volunteers and staff;
* Conduct assessments or risk assessments with particular reference to safe practice in relation to volunteer safety (and home visits) and in relation to approving restorative interventions;
* Manage and supervise local service delivery of restorative justice interventions.
* Ensure compliance with Victim Support’s national standards and procedures and the national and local volunteering strategy;
* Support training officers in providing training;
* Manage small local budget where appropriate;
* Manage complaints and grievances made about and by volunteers to a satisfactory conclusion;
* Handle feedback received as appropriate:
  + Report on the effectiveness of relationships with partners and the take up of services delivered by Victim Support Restorative Justice Services;
  + Act on information received about the services delivered by Victim Support Restorative Justice Service where appropriate;
* Identify barriers to individuals accessing Victim Support Restorative Justice Services and suggest solutions;
* Participate in planning new areas of work and development;
* Deputise for other Service Delivery Managers and/ or where appropriate Senior Service Delivery Managers;
* Be responsible for the day to day management of the local office where appropriate.

## Generic responsibilities

* Ensure compliance with legal, ethical, regulatory and social requirements;
* Manage personal resources and own professional development;
* Ensure all duties are carried out in a manner which promotes Victim Support’s equality and diversity policies;
* Undertake other activities as required;
* Promote a health and safety culture within the workplace, observe all health and safety rules and procedures and attend all training courses as required and where appropriate conduct risk assessments e.g. VDU, maternity, lone working, H&S audits, restorative justice venues, etc.;
* Ensure essential information of a sensitive or personal nature is not disclosed to or discussed with inappropriate persons;
* All information must be processed in accordance with the Data Protection Act and in accordance with the data owner’s directions as stipulated in Service Level Agreements;
* Undertake any other duties as required.

## Travel

* There will be an occasional requirement for travel.

## Unsocial Hours

* There will be a rare requirement to work unsocial hours supporting volunteers and staff on visits to restorative justice participants and supervising restorative justice interventions;
* There will be a requirement to be contactable out of typical office hours by staff and volunteers making visits to potential restorative justice participants, this duty may, with appropriate briefing to delegate, occasionally be delegated as necessary.

***This job description serves to illustrate the type and scope of the duties currently required for the above post and to provide an indication of the required level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time, they will not however change the general character of the job or the level of responsibility entailed.***

**Approval**

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| Date: 29 May 2013 | Signed: |
|  | Brian Dowling  Victim Support Lead for Restorative Justice  Hallam House |

# Person specification

Job Title:Restorative Justice Hub Manager (RJ HM)

Department: [*Sussex and Surrey – based at Lewes Crown Court*]

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Note: There are 6 available Shortlisting Criteria (SC) shown below.

**Over 6 months and up to 1 year’s experience of:**

## Knowledge and Experience

***Essential***

* Delivering a service and working directly with clients or service users in a statutory, voluntary or community work setting (SC);
* Experience of voluntary and statutory agencies including relevant professional roles, particularly in the criminal justice, health and social care sectors;
* Understanding and knowledge of the requirement for confidentiality and safe working practice and maintenance of files in accordance with the Data Protection Act and other legal requirements (SC);
* Understanding and knowledge of an active commitment to promoting equal opportunities and diversity (SC).

## Desirable experience

* Working independently and as part of a team
* The criminal justice system and the impact of crime including witnesses giving evidence
* Issues facing the voluntary sector, volunteers and staff
* Safeguarding issues and legislation
* Managing, value, providing support and guidance to a team with a strong client service focus

## Skills and abilities

***Essential***

* Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands/ needs and interests in an organised and methodical manner (SC);
* Ability to manage conflicting volunteer and staff opinions and organisational demands;
* Ability to communicate sensitively and effectively both verbally and in writing with a wide range of people;
* Demonstrate empathy and control own emotions;
* Build and sustain relationships;
* Gather, analyse and use information and evidence from different sources, solve and resolve problem (SC);
* Think and plan operationally;
* Event and event logistics planning (for restorative conferences) (SC);
* Lead and manage change;
* Promote organisational interests and values;
* Build and develop effective teams;
* Use generic IT applications;
* Will be required to work flexible hours and travel;
* Ability to promote the work of Victim Support;
* To recognise own strengths and address weaknesses;
* Value and support others.

## Qualifications

**Essential**

* O’level, GCSE grades A-C or Scottish standard grades or equivalent in English and maths;

Indicate which level is required for the post

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| **Dimensions** | **Level for Post** |
| Accountability for actions | Direct decision making which could impact on others |
| Independence of action | Considerable discretion – refers to higher levels or other relevant agencies |
| Complexity | Work requiring discretion and judgement. Knowledge of a variety of procedures etc. required |
| Relationships and communication skills required | Frequent contact internally and externally, requires influencing, negotiation, diplomacy etc. |
| Direction (supervision received) – Freedom to Act | Work is managed, outcomes usually assessed on a monthly or agreed reporting basis |
| Demands of work | Considerable demands on concentration, schedule and personnel monitoring |