

JOB DESCRIPTION

JOB DETAILS	
Job Title	Violence Prevention and Reduction Victim Support Case Coordinator
Reports to	Security Manager Violence Prevention and Reduction Lead
Band	TBC (Subject to consistency checking)
Department/Directorate	Security Management, Estates and Facilities

JOB PURPOSE
<p>To provide advice to managers and staff on a wide range of violence prevention and reduction (VPR) matters, ensuring compliance with all relevant legislation ensuring the Trust maintains the highest standards of safe working for staff and patients. Liaising with partners both internally and externally to implement strategies to reduce violence.</p> <p>Support victims of violence and aggression by undertaking welfare checks, supporting through any sanctions process including dealing with the police and attending court.</p> <p>To work in partnership with the police to investigate crimes committed against staff. This will include assaults, threats and racial abuse. To also assist in the investigation of other incidents such as criminal damage and public disorder.</p>

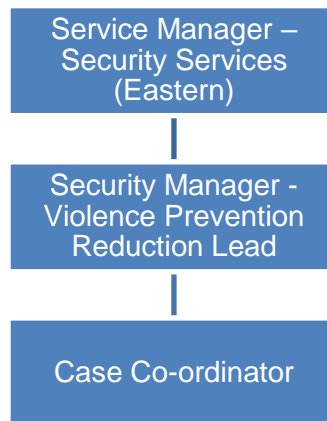
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<ul style="list-style-type: none"> To provide advice to managers and staff on a wide range of VPR matters ensuring the Trust maintains the highest standard of health, safety and welfare for staff and patients Support incident investigations carried out locally, assisting local managers in the completion of consistency of response, identify best practice and trends. Provide specialist advice and guidance in support of VPR and security investigations. Identify shortfalls in VPR practice and processes. Advise and support managers in the implementation of control measures to reduce or prevent V&A. Support the victim alongside line managers following the incident and next steps in liaison with the police and identifying learning. Support the process in implementing sanctions against people who are aggressive or violent including letters of diversion (warning letters) and flags. To liaise with stakeholders as deemed necessary, e.g. NHS bodies, CQC, HSE, CPS or other blue light services specifically the police. Preserve and secure evidence Work in partnership with the police to ensure an evidential case file is prepared

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: Victim support</p> <p>No. of Staff reporting to this role: None</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Security and Physical Intervention Teams • Clinical Teams • TRiM Team / Occupational Health • H&S Team • Senior Managers • Operational Managers • Departmental managers and staff • Staff side safety representatives 	<ul style="list-style-type: none"> • Police • CPS • Other NHS Partners • ICB • Blue Light services

ORGANISATIONAL CHART



FREEDOM TO ACT

The postholder is expected to work autonomously within the scope of agreed processes / policies and procedures under the direction of their manager.

Work is managed rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

To provide advice to a wide range of recipients whilst working with complex/technical work activities working with managers to make any necessary changes. Recognise sensitive or contentious matters and work with managers to resolve them.

Use negotiating, persuasiveness, motivation and reassurance skills to secure co-operation from managers and staff in meeting legal requirements, Trust objectives and best management practice in VPR matters.

Communicate effectively on a one to one basis, with groups and in discussions or meetings, plus training sessions.

Advise and support the Security Management Group and other related groups on an ongoing basis and liaise with union appointed H&S representatives.

Attend and proactively contribute to internal and external, including multi-disciplinary meetings as required across the Trust.

ANALYTICAL/JUDGEMENTAL SKILLS

To appraise complex work activities, exercising analytical and judgement skills, with a view to assessing compliance with legal duties and best practice.

Analyse a range of facts or situations that require analysis, such as gathering evidence for further escalation.

Produce robust statistical reports on trends in incident reports, and in translating current and emerging legislation, guidance and research into Trust practice.

To monitor compliance with VPR best practice and provide written and verbal reports on levels of compliance, liaising with managers to reduce risks to staff and others arising from violence and aggression. Support managers in improving environments and working practices.

Produce incident statistical trends and make recommendations to reduce violence and aggression incidents and severity, whilst strengthening and encouraging the reporting of such incidents.

Attend and proactively contribute to internal and external, including multi-disciplinary meetings as required across the Trust.

Analyse the Trusts incident reports for VPR incidents, trends and report this to the relevant groups. This will include learning from incidents and near miss reports and improving reporting of incidents with a view to reducing risk too staff and others.

PLANNING/ORGANISATIONAL SKILLS

To plan and organise complex investigations taking into account shift patterns.

To plan and organise site visits, meetings and investigations, sometimes requiring input or co-operation from other Trust personnel or external specialists.

PATIENT/CLIENT CARE

Direct patient contact in the delivery of sanctions, discussions over behaviour and to undertake investigations

POLICY/SERVICE DEVELOPMENT

Implements policies for own working area, and proposes changes to working practices / procedures for own work area.

To contribute positively to the effectiveness of the team, VPR processes and policies, advising of learning to ensure continual improvement.

Undertake projects, improvement work and other specific work from inception to completion meeting agreed timescales as directed, whilst seeking to achieve constant improvement in the Trusts approach to VPR.

Work in conjunction with legal services and others to pursue criminal prosecutions or claims where warranted.

FINANCIAL/PHYSICAL RESOURCES

Personal duty of care in relation to own equipment/ resources.

HUMAN RESOURCES

Demonstrates own activities to new or less experienced colleagues.

Provide advice, guidance and support to victims, witnesses and management teams in relation to incidents.

INFORMATION RESOURCES

Responsible for the safe storage, gathering and disclosure of evidence to support criminal prosecutions and sanctions.

Responsible for developing and implementing a robust information system for the purpose of collating, analysing and storing of evidence.

Keep police log numbers, and case update reports from the police and CPS.

Processing and presentation of extensive and complex data for evidential purposes.

RESEARCH AND DEVELOPMENT

To input into the evaluation of the VPR processes and system throughout the Trust to ensure they are suitable and safe for staff, patients and others.

PHYSICAL SKILLS

Proficient use of computer equipment and typing skills.

PHYSICAL EFFORT

Frequent requirement for sitting in a restricted position for majority of each shift, using a computer more or less continuously.

The post mainly requires DSE use and sitting in meetings and interviews.

MENTAL EFFORT

Frequent requirement for prolonged concentration when gathering, compiling and providing information and data, as well as analysing this data.

Will need mental and emotional resilience to support victims in a compassionate way and relay that information both verbally and in writing to other employees or external agencies.

EMOTIONAL EFFORT

Whilst supporting victims of violence and aggression, may be notified of upsetting and distressing information from the victim or witnesses requiring the post holder to stay calm and compassionate.

Ability to stay calm and compassionate without becoming emotional.

WORKING CONDITIONS

Use of VDU equipment more or less continuously throughout working shift.

Office and meeting rooms with visits to ward and clinical areas.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.

- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Violence Prevention and Reduction Victim Support Case Coordinator
------------------	---

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to degree level or proven equivalent experience TRiM Practitioner Police approved Investigation Training or willing to undertake this course Victim Support Training Statement Taking 	E E	D D D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Experience of providing support and advice around VPR in a health setting Experience of completing risk assessments Experience of investigations, trend and incident analysis and implementing change Extensive knowledge of the criminal justice system Proven record of victim support 	E E E E	D
EXPERIENCE <ul style="list-style-type: none"> Police, other Law Enforcement or legal background Proven track record of investigations 	E E	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Flexible and highly motivated Ability to maintain own workload and effectively prioritise competing demands Remain calm during emotional and occasionally distressing situations, maintaining confidentiality and act in a sensitive manner Communicate effectively both internally and externally and clearly articulate complex information Logical and systemic 	E E E E	
OTHER REQUIREMENTS <ul style="list-style-type: none"> The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required. Demonstrate a commitment to maintaining own CPD and ongoing learning 	E E E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y			X	
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y			X	
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y				X
Mental Effort	Y				X
Emotional Effort	N			X	
Working in isolation	N				
Challenging behaviour	Y		X		