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| **Police Staff****Victim & Witness Support Officer Enhanced Court****Custody & Criminal Justice****Role Definition:UU038/30331** |

 **ROLE DEFINITION**

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| Dept / Area Command: | Custody & Criminal Justice  |  | Section: | Victim & Witness Service  |
| Post Title: | Victim & Witness Support Officer Enhanced Court  |  | Post Reference: | UU038/30331  |
| Post Grade: | Grade F   |  | Location: | Force and agile working  |
| Car User Status: | N/A  |  | Telephone Allowance: | N/A  |
| Shift Allowance: | N/A  |  | Standby Allowance: | N/A  |
| Weekend Enhancement: | N/A  |  | Contractual Overtime: | N/A  |
| Line Manager: | Service Manager |
| Staff Responsibilities: | Not Applicable |
| Purpose: |  To provide a high quality, client-led support service for Domestic Abuse complainants whose cases are being heard in Specialist Domestic Abuse Court (SDAC) and remand court hearings.  |

**Key Responsibilities:-

1. Identify domestic abuse suspects and complainants involved in Specialist Domestic Abuse Court (SDAC) and Remand Court hearings.

2. Work with Police and specialist services in advance of SDAC and remand court hearings to make contact with individual Domestic Abuse complainants in order to understand their needs and wishes in relation to court proceedings.

3. Provide information to the courts, via the CPS, in relation to the specific requirements and support for individual complainants.

4. Provide bespoke one to one support to complainants who attend the SDVC or remand Court hearings in person, to ensure they understand what is happening and are able to clearly convey their needs or requirements to the court.

5. Update complainants, or the specialist support service with which they are engaging, on the outcome(s) of SDAC or Remand Court hearings and signpost for further support where required.

6. Maintain accurate and confidential case records and contribute to the monitoring data, to enable a comprehensive evaluation of service effectiveness.

7. Support colleagues and partner agencies, through awareness raising and institutional advocacy, to provide the best possible service for Domestic Abuse complainants.

8. Liaise internally and externally with Criminal Justice partners, attending meetings when required in order to improve the service provided for DA victims and support changes to systems.

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.**