**VICTIMS FIRST RESTORATIVE JUSTICE COORDINATOR: Grade F**

**12 Month Fixed Term Contract**

**Subject to vetting and references.**

**Salary £24’000 per annum.**

**The person**

As the Victims First Restorative Justice Coordinator you will be responsible for the operational delivery of the Restorative Justice Service provision in partnership within HMP Northumberland. You will ensure that restorative justice is incorporated in all service level agreements; and quality standards comply with the RSQM (restorative services quality mark) and the Victims Code of Practice as well as the individual needs.

The successful candidate will be primarily located within HMP Northumberland but will be flexible in their approach to service delivery and may from time to time be required to work between this location and the Victims First unit.

You will need to be an excellent people manager who can provide direction to a team of Victims First volunteers in order to deliver, manage and promote restorative justice. You will have some experience of developing and managing services and a proven track record of restorative practice in both direct and indirect interventions and have undertaken training in Restorative Justice to facilitator level as a minimum.

It will be essential that you maintain and develop relationships with internal and external providers in order to ensure service delivery, and have a background in or experience of writing and delivering training in a variety of settings.

You will oversee the delivery of effective Restorative Justice Interventions where appropriate, raising the awareness of the benefits of bringing together victims and those responsible for the crime.

The successful candidate will:

* have a passion for ensuring the highest standards of customer care and service are delivered at all times
* demonstrate an ability to simultaneously manage and prioritise multiple workloads of a team within set timescales
* recruit, train and manage a pool of up to 10 volunteers who will support the assessment and delivery of restorative interventions
* develop an accredited training program allowing volunteers to gain a relevant qualification relating to supporting and engaging victims
* maintain an expert knowledge of relevant policy and procedures in order to effectively manage your team and provide guidance, training and support to volunteers by proactively monitoring quality
* establish a self-referral system allowing offenders serving 12 months or longer to refer to VFN to explore options for restorative interventions
* be able to engage with and influence a range of internal and external partners and groups to promote and develop our service
* have excellent written and oral communication skills, in particular, flair for positive representation and ability to develop and implement performance frameworks
* have a proven track record in planning and facilitating Restorative Justice interventions
* be able to engage with victims and offenders to promote Restorative Justice and have relevant experience in this area, particularly engaging with or working within a custodial setting
* Ensure HMP Northumberland is appropriately supported to begin working towards the RSQM.
* Have access to transport and ability to meet the travel obligations of this position.

Please refer to the **Role Definition** for further information.

**Role Definition**

**Line Manager:**  Victims First Manager (Grade H)

**Staff Responsibilities:** Allocated volunteers

**Purpose:** Manage the delivery of Victims First restorative services in partnership within HMP Northumberland and in line with agreed service level standards, monitoring and evaluating performance including undertaking quality assurance to ensure Restorative Justice interventions meet victim’s and offenders needs.

**Key Responsibilities:**

1. Supervise, develop and train volunteers in order to provide an efficient and effective restorative service, ensuring that all aspects of victim care are provided in line with the RSQM and Victims code.
2. Manage and supervise volunteers in their day to day restorative duties including allocation of work, individual performance management and development, appraisal, as well as contributing to the recruitment and selection of new volunteers as required.
3. Quality assure the restorative processes ensuring victims and offenders needs are considered and assessed appropriately, that individual cases are managed in accordance with the RSQM and the Victims Code and their personal situation, circumstances and needs.
4. Maintain effective relationships with internal, partner and commissioned service providers ensuring support services are delivered to meet the requirements of each individual and or restorative intervention.
5. Develop and maintain a restorative services performance framework that will record with integrity, providing management information and statistics relating to service delivery, service outcomes, and victim and offender feedback.
6. Risk assess, plan and prep all restorative interventions with victims and offenders, supported by the volunteers, and where appropriate act as the lead facilitator supported by volunteers.
7. Oversee the delivery of Restorative Justice interventions to contribute to a positive outcome for both victim and offender.
8. Oversee all Restorative Justice training for internal staff and external partner agencies.
9. Develop and maintain a restorative services training portfolio for internal and external agencies.
10. Develop potential opportunities to explore victim care for individuals in custody who themselves become victimised.

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