



Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Victims and Restorative Justice Lead	Grade: PO4
Section: Children’s Social Care Family Help Service Youth Justice Service	Directorate: Children Services Directorate
Responsible to following manager: Operational and Practice Manager	Responsible for following staff: Reparation, Intensive Supervision and Surveillance Coordinator
Post Number/s: LY619	Last review date: February 2026

Working for the Richmond & Wandsworth Better Service Partnership

We’re Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children’s services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We’re here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That’s why, at Richmond & Wandsworth Better Service Partnership, you’ll be at the forefront of innovation in local government, and we’ll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

Vision (aligned to Wandsworth Victim Strategy 2026–2028)

All victims of youth crime in Wandsworth are treated with dignity and respect, are heard and valued, receive timely, appropriate support, and are offered meaningful restorative opportunities that promote healing, accountability and community safety.



Job Purpose

Provide strategic, operational and practice leadership for all victim-related and restorative justice (RJ) work within Wandsworth Youth Justice Service (YJS). Ensure full compliance with the HMIP Youth Justice Inspection Framework 2024–25 (Victims’ Standard), YJB National Standards & Case Management Guidance, and delivery of the Wandsworth Victim Strategy 2026–2028 and Steering Group governance/KPI framework.

Specific Duties and Responsibilities

A. Leadership, Governance & Resources – Organisational Delivery

- Deliver the local victim strategy and delivery plan; align to the YJS Plan and Management Board priorities; maintain policies for contact standards, consent, information-sharing, data quality, safety planning and restorative practice.
- Provide quarterly reports and a Victim Dashboard to the Victim Strategy Steering Group and YJS Management Board covering performance (e.g., timeliness, RJ offer/uptake), equity/disproportionality, risk and improvement actions. (Cross-reference: Steering Group KPI framework).
- Ensure sufficient skilled capacity (staff, trained volunteers) and access to commissioned partners/specialist services to meet victims’ needs; co-ordinate training and CPD for staff and volunteers.

B. Contact & Engagement with Victims – Contact & Engagement

- Guarantee first contact attempts within 2 working days (48 hours) and follow-up attempts within locally agreed timescales; record all attempts and outcomes in case records.
- Provide clear, accessible information about rights (Victims’ Code), processes, confidentiality and choices; ensure reasonable adjustments for disability, language, literacy and trauma; uphold the voluntary nature of participation in RJ.
- Offer opt-in/opt-out choices and revisit consent at key stages; enable victims to choose level/type of involvement, including restorative options; ensure ongoing updates and named worker contact throughout the case.

C. Assessment of Victim Needs & Safety – Assessment

- Complete high-quality Victim Needs Assessments (VNA) that cover safety, wellbeing, information needs, cultural/linguistic needs and preferred involvement; record consent/confidentiality parameters.
- Ensure risk information is shared appropriately with partners (e.g., Police, schools, VCS) and is reflected in planning with the child where lawful; address protected characteristics to prevent inequality and barriers to access.



D. Planning with and for Victims – Planning

- Ensure VNAs translate into proportionate, time-bound plans for contact, support/referrals and (where suitable) restorative processes; set roles, contingencies and safety measures.
- Review plans at significant case milestones (e.g., panel/out-of-court, sentencing, mid-order review, closure) and record changes with the victim’s wishes/consent.

E. Delivery of Support & Restorative Processes – Delivery

- Provide/broker timely, trauma-informed support, including referrals to Victim Support, Catch22, specialist DA/SA/exploitation services and the Wandsworth Information Service, as per Strategy pathways.
- Lead the restorative offer (indirect work, letters, shuttle mediation, conferences): ensure suitability and risk assessments, thorough preparation for all parties, skilled facilitation, and safe delivery that centres victim needs and voice.
- Ensure reparation and RJ outcomes are meaningful to victims/communities and, where appropriate, co-produced with them.

F. Review, Closure & Feedback – Reviewing

- Ensure regular reviews of contact/support; provide closure contact that summarises outcomes and signposts next steps; record victim satisfaction/experience data, including by protected characteristics.
- Produce the Annual Victim Voice Report and “You said, we did” actions; present learning to the Board and embed changes in practice, policy and training.

G. Quality Assurance & Performance – Quality

- Operate a QA framework covering timeliness, quality of VNAs, contact logs, RJ assessments/delivery, closure and satisfaction; deliver dip-sampling, audit and reflective learning sessions; escalate risks via the governance route.
- Maintain a performance suite aligned to the Steering Group KPI framework: first contact timeliness; RJ offer and uptake; referral timeliness; satisfaction (overall and by protected characteristics); disproportionality; data quality.
- Ensure inspection readiness under the HMIP 2024–25 programme; lead collation of evidence for fieldwork, including case samples, policy sets, dashboards and “You said, we did” evidence.

H. Workforce Development & Supervision

- Line-manage and supervise the ISS & Reparation Coordinator; set clear objectives/KPIs and provide reflective supervision.



- Commission/deliver training in trauma-informed engagement, restorative facilitation, safe practice, information-sharing and equalities; maintain RJ competence for self and team (e.g., RJC-aligned CPD).

I. Partnership & Community Leadership

- Strengthen multi-agency pathways with Police, Courts/Probation-VLU, schools, CAMHS/health and VCS partners; formalise escalation and feedback routes.
- Promote restorative practice in community settings (e.g., schools/placements) and support partner capability through guidance and joint training; utilise commissioned partners to extend capacity where appropriate.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Team structure

See appendix

Person Specification

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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
In-depth knowledge of youth justice legislation, guidance and frameworks, including: <ul style="list-style-type: none"> HMIP Youth Justice Inspection Framework 2024–25 (Victims' Standard) Youth Justice Board National Standards & Case Management Guidance 	Yes		A/I

<ul style="list-style-type: none"> Victims' Code of Practice Information-sharing, data protection, safeguarding and consent frameworks 			
Clear understanding of restorative justice (RJ) theory and practice, including direct and indirect restorative processes, conference facilitation, preparation, and risk assessment.	Yes		A/I/T
Understanding of trauma-informed and culturally competent practice, particularly how trauma, identity, language needs and protected characteristics affect engagement and safety.			A/I/T
Knowledge of victim needs, rights and entitlements in the youth justice context (communication rights, safety planning, voluntary participation, reasonable adjustments).	Yes		A/I/T
Knowledge of performance, quality assurance and inspection-readiness requirements, including KPIs, dashboards, audit processes and data quality expectations.			A/I
Understanding of multi-agency pathways (Police, Courts, Probation/VLU, schools, CAMHS/health, VCS) and how these relate to victim work and restorative practice.	Yes		A/I
Knowledge of equalities, disproportionality and barriers to access in youth justice.		Yes	A/I/T
Knowledge of commissioned services and specialist victim support pathways (DA/SA services, exploitation providers, mediation/ RJ partners).		Yes	A/I
Understanding of reparation, ISS and other youth justice interventions and how they link to restorative outcomes.		Yes	
Experience	Essential	Desirable	Assessed
Significant experience delivering or coordinating victim-focused work within youth justice, social care, criminal justice or specialist support services.	Yes		A/I/T

Experience leading restorative justice processes, including: <ul style="list-style-type: none"> • Preparing victims and children • Facilitating meetings/conferences • Managing risk, consent and safety plans 	Yes		A/I/T
Experience of operational leadership, including supervising staff, setting objectives, and providing reflective supervision of practice or case oversight.	Yes		A/I/T
Experience producing performance or quality reports, dashboards, or inspection evidence for strategic boards or governance groups.	Yes		A/I
Experience working in multi-agency settings, contributing to joint plans, and navigating information-sharing and risk management across partners.	Yes		A/I/T
Experience engaging victims from diverse backgrounds, using trauma-informed, accessible and culturally competent approaches.	Yes		A/I/T
Experience in policy development, service design or implementing new frameworks/strategies.		Yes	A/I/T
Experience delivering training or CPD in restorative practice, engagement or safeguarding.		Yes	A/I/T
Experience managing or supporting volunteers in RJ or victim-support roles.		Yes	A/I/T
Previous involvement in inspection preparation, audit cycles or service improvement programmes.		Yes	A/I/T
Skills	Essential	Desirable	Assessed
Strong leadership and coordination skills, able to set direction, manage competing priorities, and oversee strategy delivery.	Yes		A/I/T
Excellent restorative practice skills, including preparation, facilitation, conflict management and reflective debriefing.	Yes		A/I/T

High-level communication skills (written and verbal), able to engage sensitively with victims, partners and strategic boards.	Yes		A/I/T
Analytical skills to interpret data, identify disproportionality, monitor KPIs and generate learning for improvement.	Yes		A/I/T
Ability to produce high-quality written products, including dashboards, reports, policies and “You said, we did” summaries.	Yes		A/I/T
Strong judgement and decision-making, especially regarding risk, consent, suitability for RJ, and safety planning.	Yes		A/I/T
Ability to maintain meticulous records aligned to National Standards, local procedures and inspection expectations.	Yes		A/I/T
Inclusive practice skills, ensuring adjustments for disability, language, literacy, identity and trauma.	Yes		A/I/T
Skilled in co-production with victims and communities.		Yes	A/I
Ability to design and deliver restorative practice training.		Yes	A/I
Project-management or service-development skills.		Yes	A/I
Digital/data skills for performance reporting (e.g., dashboards, audit tools).		Yes	A/I
Qualifications	Essential	Desirable	Assessed
Restorative Practice / Restorative Justice Qualification – e.g., RJC-recognised training in restorative facilitation, shuttle mediation, or restorative conferencing (or equivalent).	Yes		A/I
Relevant Professional Qualification in one of the following (or equivalent experience + formal training):	Yes		A/I

<ul style="list-style-type: none"> Youth Justice Social Work Probation / Criminal Justice Psychology Counselling, trauma-informed practice, or mediation 			
Evidence of Continued Professional Development (CPD) in: <ul style="list-style-type: none"> Victims' rights and entitlements Trauma-informed practice Equalities, disproportionality and cultural competence Safeguarding and information-sharing 			A/I
Accredited Restorative Justice Practitioner status (e.g., RJC Practitioner Registration). Management / Leadership qualification, e.g.: <ul style="list-style-type: none"> ILM Level 3 or 5 in Leadership & Management Equivalent supervisory/leadership training <i>Justification:</i> The post supervises staff, leads practice, oversees CPD, and shapes strategic delivery.		Yes	A/I
Youth Justice Practitioner Qualification (YJPG/YJEP) or older YJ training equivalent (if applicable).		Yes	A/I
Project or Service Development qualification/training, e.g.: <ul style="list-style-type: none"> PRINCE2 Foundation Agile or service improvement accreditation 		Yes	A/I

A – Application form / CV
I – Interview
T – Test
C – Certificate

Official



