

SFJCJBE3

Assist victims, survivors and witnesses to manage the effects which their experience has had on their lives



Overview

This standard is about assisting victims, survivors and witnesses of offending/anti- social behaviour to manage the effects of the experience on their lives. It involves talking to individuals about what has happened, and how it has affected them, and considering what might enable them to manage their experience. It also involves assessing with individuals the further support that they or their family may need to manage the effects of their experience. The effects may be psychological, physiological or social, with impacts on personal security and safety.

The support considered may range from information, counselling and emotional support, to assistance with health care, safety, and protection.

The term `victims, survivors and witnesses' is taken to refer to the people to whom you are providing support, and may include the family and friends of a victim, especially in the case of bereaved families.

There are two elements

- 1 Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour
- 2 Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

Target Group

This standard is intended for those who work in organisations providing support and other services to victims, survivors and witnesses.

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Performance criteria

Assist victims, survivors and witnesses to assess options for managing the effects of their experience of crime or anti-social behaviour

You must be able to:

- P1 hold meetings in an appropriate and safe environment for the individual, taking into account their physical and emotional needs
- P2 introduce yourself correctly and take the relevant actions towards welcoming the victim/survivor/witness and towards encouraging them to be at ease
- P3 explain your organisation's policy relating to confidentiality
- P4 identify accurately the range of services which you and your organisation can offer
- P5 ensure that all persons accompanying the victim/survivor/witness understand their role
- P6 provide reassurance to individuals that although their feelings and reactions are unique to them as individuals, they are normal and common responses to the experience of crime or anti-social behaviour
- P7 seek advice promptly from an appropriate colleague if the individual's distress or other reaction indicate an inability to cope and a possible need for more specialised help, and/or where individuals suggest that their distress or other reactions are affecting the safety and well-being of themselves, and possibly that of their children or others
- P8 assist individuals to identify and to explore those aspects of their lives affected by their experience and determine those which are priorities to address
- P9 listen actively and respond constructively and with empathy to the points made, communicating in a manner which suits the needs and ability of the victim/survivor/witness
- P10 treat the victim/survivor/witness with dignity and respect, accept what they are saying and avoid being judgemental
- P11 assist individuals to identify what they feel able to manage themselves and where they need support from others
- P12 identify possible services and ways forward which address the victim/survivor/witness' needs, including their welfare and safety and that of any dependents, and are in line with your organisation's procedures, and review these with the person
- P13 take the necessary steps, where relevant, to safeguard the person's immediate safety and wellbeing where this is under threat
- P14 explain to the individual what will happen next and seek, where appropriate, the consent of the victim/survivor/witness to an agreed course of action
- P15 assist individuals to decide for themselves the options that would help them most
- P16 maintain accurate and up to date records of points discussed and the

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outcomes of your discussions

- P17 maintain confidentiality in line with your organisation's policies and procedures

Support victims, survivors and witnesses to manage their experience of crime or anti-social behaviour

You must be able to:

- P18 assess with individuals their progress in managing their experience of crime or anti-social behaviour, in a manner which acknowledges their right to decide what constitutes progress, and to recover at their own pace
- P19 assess with individuals whether the support and other services they chose to help them are working in practice
- P20 assist individuals to decide if they want to modify, or to stop, the support or other services they are receiving
- P21 seek advice and support from an appropriate person if you are unsure about what action should be taken, for example, when an individual declines support, but are clearly in need of help
- P22 agree with individuals the steps to take next, and when this will be reviewed
- P23 maintain accurate and up to date records of the individual's decisions about the support and other services they require, the agreed next steps and the resulting actions to take, in line with your organisation's requirements

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Knowledge and understanding

You need to know and understand:

Legislative, regulatory and organisational requirements

- K1 legal and organisational requirements which relate to assisting victims, survivors and witnesses and assessing their needs for further support, and their impact for your area of operations
- K2 legislation, policies and procedures relating to data protection, health and safety, diversity and their impact for your area of operations
- K3 the role of your organisation and its services and the services which it provides in supporting victims, survivors and witnesses
- K4 the organisation's policy and procedures regarding confidentiality of information and the disclosure of information to third parties, and the specific circumstances under which disclosure may be made
- K5 organisational requirements relating to allowing others to be present in discussions with victims/survivors/witnesses, and the relative benefits and disadvantages that the presence of others can create
- K6 the limits of your authority and responsibility, and the actions to take if these are exceeded

Working with victims, survivors and witnesses

You need to know and understand:

- K7 the impact of crime on victims, survivors and witnesses and their need for protection, respect, recognition, information and confidentiality
- K8 reactions to the experience of crime, and the factors which affect how individuals react to and recover from their experience
- K9 the nature of secondary victimisation and how this can be prevented
- K10 how to assess needs and determine the type of services that are necessary to meet them
- K11 the ways in which stereotyping and discrimination might affect the assessment of individuals' needs, and how to guard against this
- K12 the needs of those who have experienced crime and who may be particularly vulnerable
- K13 why it is important to involve those with parental responsibilities in work with children who have been affected by crime and/or anti-social behaviour
- K14 how to apply for criminal injuries compensation
- K15 how to access legal advice
- K16 the options for supporting individuals and the reasoning processes used in determining the most appropriate options for the individuals concerned

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