

Violence Reduction Officer

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Violence Reduction Officer

Division – Estates and Facilities

Department - Security

Band – 6

Location – Trustwide

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

Job Purpose

The purpose of the role is to work in partnership with the police to investigate crimes committed against UHBW employees. This will include assaults, threats and racial abuse. They will also investigate other incidents committed on UHBW premises including criminal damage and public disorder. The violence reduction officer will support the victims of crime and ensure that all investigations are dealt with a timely and efficient manner.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

What you'll love about working here

UHBW has been rated by the CQC as 'Good' - our staff are proud to deliver excellent care. As a forward-thinking multi-award winning Trust, our world-leading research and innovations are having a positive local and global impact. Our hospitals are spread across Bristol and Weston-super-Mare, join us and you can enjoy the very best of both worlds; city living within a stone's throw of the countryside or beside the seaside, both with easy access to all that the South West has to offer.

A digital exemplar - Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust - Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7. As an organisation we encourage further development of all employees to progress upward within their chosen field.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

Violence Reduction Officer

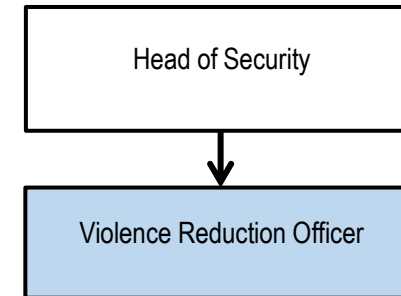
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Main Duties and Responsibilities

- Manage compliance against the NHS Violence prevention and reduction standard
- Support the delivery of the Care Quality Commission objectives to reduce violence and aggression directed towards UHBW staff, patients and visitors
- Ensure any required actions are implemented in a timely manner or escalated to the Trust Managing Violence and Aggression Committee and the Division's Health and Safety and Risk Group Committees.
- Provide specialist guidance to UHBW managers regarding violence reduction, victim support and investigations.
- Identify subsequent training requirements for security staff and managers.
- Contribute to the design and development of suitable training to meet those needs.
- Report any significant training issues/gaps that are not being addressed that potentially put the Trust at risk.
- Gather evidence, take witness statements
- Support the victim throughout the process (including attendance at court).
- Identify and save CCTV and Bodycam footage
- Preserve and secure evidence
- Update the Security Management Team throughout the investigation process.
- Prepare comprehensive evidential case files
- Work in partnership with the Police
- Work in partnership with wellbeing support

Organisational Structure



Key Relationships

- UHBW Security Management
- Managing Violence and Aggression Committee
- Divisional Management
- Health and Safety and Risk Group Committee
- Occupational Health
- The Avon and Somerset Constabulary

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Proven track record in investigation - E
- Proven track record in victim support - E
- From a police or other law enforcement background - E
- Extensive knowledge of Criminal Justice System - E
- Extensive knowledge of the investigation process - E

Skills and Abilities

- Excellent communication skills - E
- Ability to produce high quality reports - E
- Comfortable both giving and receiving direction - E

Aptitudes

- Victim focused - E
- Empathetic – E
- Natural team player - E
- Logical and systematic - E

Qualifications and Training

- Investigation Training - E
- Victim support training - E
- Case preparation training – E
- Violence Reduction Training - E

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace Wellbeing

The Trust Workplace Wellbeing Framework encourages all colleagues to look after their own wellbeing as well as supporting the wellbeing of colleagues. Line managers will oversee the wellbeing of their team, making wellbeing a priority when considering ways of working and will undertake regular health and wellbeing conversations that are supportive, coaching-style one-to-one discussions focused on building team resilience. To assist this, the Trust offers comprehensive wellbeing provision for employees, students, volunteers and managers.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.