Role Profile

Role Profile Part 1			
Role title	Professional Standards Department Caseworker	**Grade/Rank**	SO1
Dept/Area	Police Investigation Centres (PIC)	**Vetting Level**	MV
Responsible to	Complaint Resolution Inspector	**Staff line managed**	None
Reviewed by (Line Manager)	Insp R Upfold	**Date**	03/08/2020
Purpose of Job	Purpose of job: To assist Professional Standards Department (PSD) in the timely and effective management of complaints and alleged misconduct against police officers, police staff, contractors and volunteers.		
Key Accountabilities	1. Assist Investigating Officers with their casework and undertakes tasks in support of investigations in accordance with the relevant policies and legal requirements. This may include (list not exhaustive): - Gathering evidence and/or collation of documentary and other evidence as exhibits relevant to the investigation in accordance with the provisions of the Police and Criminal Evidence Act 1984 and/or Force Procedures; - Taking statements from victims and witnesses; - Following other lines of enquiry as directed; - Researching material of potentially evidential value, including crime reports, Police Prosecution files, and data from confidential sources; - Making appointments and planning weekly schedules; - Undertake own investigations as directed. 2. To liaise with the Appropriate Authority in relation to scoping and fact-finding investigative steps completed during local complaint handling and to prepare written reports setting out the findings.		

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	3. To prepare reports, letters and memoranda for consideration by key personnel or external agencies. This may include the Deputy Chief Constable, CID Superintendents, the Crown Prosecution Service and the Independent Police Complaints Commission. 4. To prepare notices and forms for complaints and misconduct allegations for service on staff when required. 5. To explain to members of the public who may wish to make a complaint, the different ways in which complaints can be investigated and progressed so that their wishes can be established and the matters raised progressed appropriately. 6. Where appropriate manage dissatisfaction and resolve complaints in accordance with local complaint handling procedures (2021 and 2020 Regulations). Additionally to make judgements and decisions on how a complaint should be handled and/or finalised e.g. whether a case should be referred back to the Appropriate Authority for Reflective Practice Review at the conclusion of the investigative and fact-finding work undertaken. 7. If required, to attend court proceedings, misconduct meetings or misconduct hearings to give evidence in relation to a public complaint or misconduct issue and additionally, to prepare reports concerning those proceedings as and when required. 8. To quality assess local complaint investigations conducted by sergeants, Inspectors and Chief Inspectors, and to offer support and advice as appropriate. 9. To provide support and direction to line managers conducting Reflective Practice Review discussion meetings and to quality assure the outcomes of such meetings. 10. Advise and train senior managers in respect of local investigations in accordance with current conduct regulations. 11. Analyse complaint trends and produce documentation as appropriate to senior managers and the Appropriate Authority regarding any learning

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	identified through management of low level dissatisfaction service recovery complaints. To assist managers in identifying learning opportunities for an individual, line managers, teams and the organisation. 12. To provide regular and effective service Note: This role profile is designed to assist post holders with understanding what is expected of them in their role. Hampshire and Isle of Wight Constabulary may ask them to undertake other duties, as required, which are not necessarily specified on the role profile but which are commensurate with the grade of the post. The role profile itself may be amended from time to time within the scope and general level of responsibility attached to the post.
Additional Requirements	The role holder will be responsible for personal self-development and will need to ensure that they maintain an up to date knowledge of the relevant law and procedures in relation to criminal and misconduct investigations. The role is mainly Monday-Friday and suitable for flexi-time however the role holder should be prepared to work unsocial hours or outside of normal hours on occasion to meet the requirements of the post. The role holder may be required to visit other locations within Hampshire and the Isle of Wight, and therefore needs to have the ability to travel as necessary. Must hold the appropriate vetting level for the role. May be asked to carry out fire warden duties to meet required standards if required. Follow GDPR guidelines and Constabulary policies in relation to accessing and handling personal data. All officers and staff must be aware of risk in relation to their role, please view the appropriate Health & Safety Risk Assessment for the role.

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Role Profile Part 2			
Education/Qualifications	Essential: Educated to Educated to QCF Level 3 OR work experience deemed to have brought the postholder to a comparable level. Desirable: N/S		
Experience and Skills	Essential: • Evidence of significant work experience in conducting investigations and presenting the findings of those investigations. • Evidence of handling investigations or complaint matters. • Knowledge and understanding of criminal law and the Criminal Justice System. Desirable: • Knowledge of the Force Organisation and structure.		
Approved by People Services	Jayne Beddall, Senior HR Adviser	**Date**	21 Nov 2019

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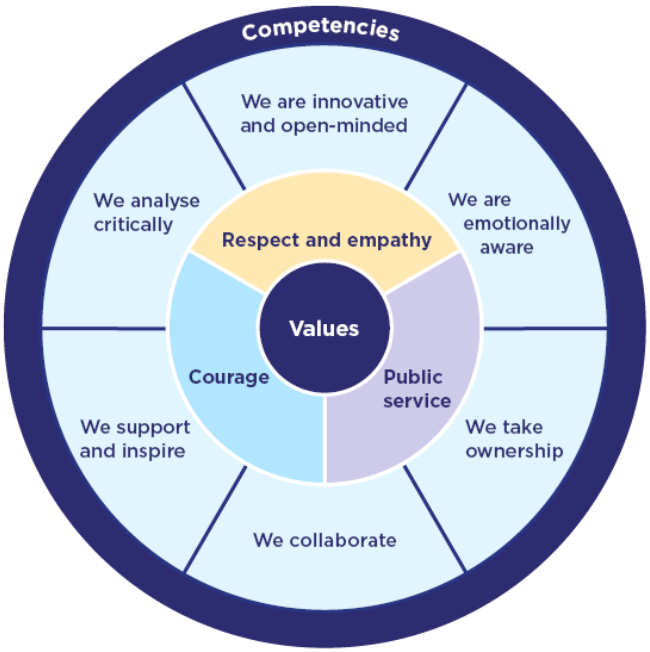
<table>
<tr><th colspan="4">Role Profile Part 3</th></tr>
<tr><td>Competencies</td><td colspan="3">All roles are expected to know, understand and act within the ethics and values of the Police Service.</td></tr>
<tr><td rowspan="8"></td><td>We are Emotionally Aware</td><td>Level 1</td><td rowspan="8"> 
</td></tr>
<tr><td>We Take Ownership</td><td>N/A</td></tr>
<tr><td>We are collaborative</td><td>Level 1</td></tr>
<tr><td>We Support and Inspire</td><td>N/A</td></tr>
<tr><td>We Analyse Critically</td><td>Level 2</td></tr>
<tr><td>We are Innovative and Open Minded</td><td>N/A</td></tr>
<tr><td>Courage</td><td colspan="2"></td></tr>
<tr><td>Respect and Empathy</td><td colspan="2"></td></tr>
<tr><td>Underpinning Values</td><td>Public Service</td><td colspan="2"></td></tr>
<tr><td>Initial Development Skills for new to role period</td><td colspan="3">All staff are required to complete mandatory e-learning including annual DSE and Fire Safety plus any role-specific training required</td></tr>
<tr><td>Continuing Professional Development</td><td colspan="3">Courses and Conferences should be attended to benefit professional learning and development.</td></tr>
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