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| Team Leader **Job Description and Personal Specification** | |
| **Role:** | Team Leader |
| **Place of work:** | Based at Newham Probation - Y2A Hub (with some travel across London as required, and occasionally home working – but not guaranteed) |
| **Hours of work:** | 38 hours per week |
| **Salary/Grade** | Up to £39,175.50 per year |
| **Reports to:** | Senior Operations Manager |
| **Level of screening:** | Enhanced DBS and HMPPS Prison Vetting |
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| Who we are | |

Catch22 exists to help build a society where everyone has a good place to live, good people around them, and a fulfilling purpose. [We call these our '3Ps'.](https://www.catch-22.org.uk/about/our-vision/)

We achieve this in two ways. First, we improve lives on the frontline through delivery of public services. Secondly, we use our knowledge to change 'the system', to fix the complex web that can trap and disempower those it was set up to help. With the heart of a charity and the mindset of a business, we are uniquely placed to deliver on this challenging agenda.

In Justice, we work with young people and adults in custody and in the community, providing a range of services including offender management and resettlement, mentoring, veterans in custody, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user’s ideology, helping them desist from crime and reach their true potential.

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| Where you fit in |
| The Youth 2 Adulthood Hub (Y2A) is a Catch22 service designed to support young adults as they transition out of custody and into adulthood, helping them develop resilience, reduce reoffending, and build purposeful lives.  As Team Leader, you will be responsible for the day-to-day supervision and support of a team of one senior mentor and 2 mentors. You’ll ensure high-quality, contract-compliant service delivery that supports young adults on probation or transitioning from custody.  You will lead by example, creating a culture of continuous improvement, collaboration, and accountability, while working closely with commissioners and internal partners to achieve service goals.  You will be accountable for creating an environment in which staff are engaged and empowered to achieve greater impact and understand the strategic vision of Catch22. You will proactively promote the values, aims and objectives of Catch22 and show understanding and commitment to the needs of service users and their local communities and how Catch22 Justice services can most effectively address these needs. | |
| Within the Justice hub at Catch22 we are extremely proud of our strong focus and track record in developing our people. As of 2024, 68% of our management group have progressed from frontline roles within Catch22, which allows us to offer progression opportunities for staff under the leadership of managers with frontline experience. | |
| Main Duties & Accountabilities |

**As a Team Leader your main duties and accountabilities will include:**

**Operational Leadership**

* Oversee effective delivery of tailored support interventions, mentoring, and coaching within the Y2A Hub.
* Ensure services align with HMPPS and MOPAC expectations and contractual requirements.
* Contribute to the development of team objectives, innovation, and performance improvement.

**Team Management**

* Provide regular supervision and support for a team of frontline practitioners.
* Monitor caseloads, risk management practices, and safeguarding procedures.
* Manage recruitment, induction, performance reviews, and disciplinary procedures where needed.

**Service Performance**

* Ensure all KPIs and service user outcomes are met or exceeded.
* Maintain accurate records, monitoring systems, and reporting tools.
* Ensure the team maintain accurate records and report on things in a timely manner
* Support staff to develop, implement, and review effective support plans.
* To ensure cases are effectively managed and services delivered within the agreed timeframes.

**Stakeholder and Partnership Engagement**

* Liaise with local partners including probation officers, prisons, housing providers, and community organisations.
* Promote the Catch22 service offer and values externally and internally.
* Represent the service at operational meetings and partnership events.
* Organise regular stakeholder events at the hub to support service users exploring their options

**Quality and Compliance**

* Ensure compliance with all Catch22, commissioner, and legal policies and procedures.
* Promote a culture of diversity, safeguarding, and continuous learning.
* Champion service user voice and user feedback to inform service development.
* Lead or contribute to audits, reviews, and evaluations of service delivery and impact.
* Ensure risk management, safeguarding, and escalation procedures are robust and consistently applied.

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| What does good look like for this role? |

As a Team Leader you will be responsible for managing and supporting Frontline Mentors to engage with Service Users drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork.

The Team Leader will have a great opportunity to be a positive influence for change and to work with a wide range of partners to improve Service Users’ prospects on release.

‘Good’ in this role will include:

What Good Looks Like

A proactive, professional leader who motivates and supports staff.

Able to build strong relationships with internal and external stakeholders and service users.

Committed to creating inclusive, safe, and effective environments for change.

Organised and results-driven with excellent communication and decision-making skills.

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| Organisational Relationships |

Reports to Senior Operations Manager

A Team Leader liaises closely with key stakeholders such as Directors, Assistant Directors, HR and other employees. The post holder will also be required to effectively communicate with Service Users, Probation staff, Prison staff, other Dynamic Framework providers, Housing Officers and workers for other statutory and voluntary agencies both who offer services relevant to the rehabilitation of those involved within CJS.

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| Team Leader: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Good basic education, including Maths and English GCSE or equivalent.  Evidence of continual professional development.  Experience working with Microsoft Office - Word and Excel | Any qualification relevant to rehabilitation of offenders, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family Services/ Emotional Wellbeing/ Social Inclusion  Training on Justice IT systems (I.e OASys, Delius, P-Nomis) | Application |
| **KNOWLEDGE/ EXPERIENCE** | Management and Leadership experience  An understanding of legislation, research and performance requirements relevant to the rehabilitation of individuals involved in CJS  Knowledge of the main resettlement pathways and services that offer interventions relevant to these pathways.  An understanding of the importance of risk assessment and management.  An understanding of models of evidence and methodologies in relation to offender rehabilitation. | Experience of working with offenders and/or disadvantaged people.  Life experience such as overcoming difficulties.  Experience of working in a team and/or with partner organisations. | Interview/ Application |
| **SKILLS & ABILITIES** | Ability to build and develop good working relationships at all levels.  Skills in risk assessment/screening and management and evidenced based decision making.  Demonstrates a positive approach and commitment to both team and partnership working.  Ability to act as an ambassador in promoting our values and approach to staff, partners and stakeholders.  A track record of achieving positive improvements in service delivery/ performance.  Demonstrable engagement skills including interviewing and motivating skills that support offenders’ rehabilitation.  Ability to prioritise and delegate. Able to organise and manage multiple tasks successfully whilst working under pressure and to Ability to work in line with data protection requirements.  Good verbal and written communication skills, including the ability to produce performance reports, rehabilitation plans etc | Demonstrable engagement skills including interviewing and motivating skills.  Contract management experience OR  An understanding of contracts and contractual practice in a service delivery environment.  Direct knowledge of and recent contact with a range of relevant commissioners/ funders.  A track record of integrating volunteers into service delivery.  A track record of involving service users in the design and delivery of services.  Experience of managing budgets, ensuring value for money, and meeting financial targets. | Application/Interview |
| **OTHER** | A track record of integrating, diversity and cultural issues into service planning, design and delivery.  Willing to travel and work flexibly.  Willing to undertake training, as required.  Demonstrates a commitment to building teams and effective partnership working.  Ability to create a compelling vision for stakeholders, partners, staff and volunteers and successfully manage and communicate change.  Ability to effectively engage commissioners, stakeholders and other partners. |  | Application/Interview |