# Beacon Support Worker – Anti Social Behaviour (Victim Services)

**Job Description and Personal Specification**

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| **Role:** | Beacon Support Worker - Anti-Social Behaviour |
| **Place of work:** | Beacon Victim Care- Victim Service |
| **Hours of work:** | 37.5 hours per week |
| **Salary/Grade** | Operational – Practitioner |
| **Reports to:** | Beacon Team Leader |
| **Level of screening:** | Enhanced DBS<br>NPVV2 Police Vetting |

## 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'.

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.

Catch22 Victim Services provide tailored support to individuals to empower them to cope and recover from the impact of crime.

## Where you fit in

As a Beacon Support Worker working with Anti-Social Behaviour, you will ensure that victims of anti social behaviour (ASB) are fully supported through both the Criminal Justice process and any Anti Social Behaviour resolution processes to enable them to provide evidence of offending behaviour and to seek a satisfactory resolution. This includes navigation, advice, guidance and advocacy through multi-agency partners to seek solutions to long-standing issues. Above all, you will ensure timely risk assessments, alongside safety and support plans, are made. In addition to this, you will ensure referrals to appropriate agencies are completed to promote victim

resilience, recovery and long-term wellbeing. You will represent us at community partnership meetings and forums, and will ensure the victims' voice is amplified in the appropriate settings.

## Main Duties & Accountabilities

- Undertaking a needs and risk assessment and working closely with service users to access interventions that meet their different and complex needs providing support and motivation to cope and recover from the difficult events that have happened in their lives.
- Providing support based on risk and need, delivering a variety of packages of support tailored to meet each service user's needs.
- Building close and effective working relationships with the Police, key agencies and partners to facilitate a co-ordinated multi-agency response to address the identified the risks and needs of service users.
- Representing Beacon at community partnership meetings with key stakeholders.
- Ensuring victims engaging with Community Triggers are provided with support and information so they are empowered to be able to navigate the process and make their voice heard.
- Ensuring that victims and professionals are provided with a robust introduction to the service including referral pathways, support services and the Beacon service offering
- Accessing and guiding victims through administrative information and advice packages, including the use of a web based information tool to inform victims at each stage.
- Advising service users of the processes that underpin the criminal justice process with the aim of ensuring they are fully informed about the environment they will be entering, timescales and the key support organisations from whom they can expect to be contacted
- Identify and create critical points and alerts along the victim journey ensuring they are kept wholly informed timely of key dates and case progress including sentencing outcomes as they are awarded.
- Ensuring that support plans are put in place and these are monitored and reviewed on a regular basis to assess service user progress and response to work undertaken.

- Agree, plan, facilitate, record and review the progress and suitability of referrals to key support services and agencies as part of a tailored plan of support sequentially meeting the service user's needs and addressing key risks.
- Identify, monitor and manage risks in each case, working closely with the Police and other support agencies as required.
- Ensuring all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority. Classification : Official
- Ensuring all relevant case information is appropriately recorded on agreed systems
- Being a conduit to share and receive information directly from service users and the wide range of services and agencies involved in each case ensuring a coordinated approach is taken to sequentially manage each case.
- Actively promoting and delivering restorative approaches following specific training.

## What does good look like for this role?

- The ability to act as an advocate for the rights of victims of ASB, delivering support to victims through a case managed approach and becoming the primary named contact throughout the service user's journey.
- The ability to build and sustain high-quality relationships with service users and multi agency professionals to devise and develop a problem solving approach to long standing and on-going harms.
- Able to identify and advise on interventions that will support a cope and recovery strategy and ensure referrals made are reviewed with subsequent actions delivered to satisfaction.
- The ability to be agile, attending and working from partner agency offices and in the community.

## Organisational Relationships

- Reports to Beacon Team Leader
- Liaises closely with Deputy Head of Service/Head of Service, Beacon Team Leaders, OPCC, police, local authorities, housing providers, wider Catch22.

# Beacon Support Worker – Anti Social Behaviour: Person Specification

| COMPETENCY | ESSENTIAL | DESIRABLE | ASSESSMENT |
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| **QUALIFICATIONS** | 1. Educated to good standard, including as a minimum GCSE level English and maths | 1. A qualification relevant to working with under supported people. | Application / Interview |
| **KNOWLEDGE/ EXPERIENCE** | 1. Experience of working with vulnerable people.<br>2. Experience of undertaking needs and risk assessments.<br>3. Ability to listen and communicate effectively, both verbally and in writing.<br>4. Ability to build and sustain high quality and effective relationships with victims, colleagues and other agencies. | 1. Experience of delivering restorative justice and/or mediation services<br>2. Ability to work as part of a team and on own initiative.<br>3. The ability and willingness and flexibility to work outside office hours, if required.<br>4. Knowledge of ASB legislation, tenancy law and statutory requirements of partner agencies | Application / Interview |

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| **SKILLS & ABILITIES** | 1. Ability to work on an inter-agency basis<br>2. The ability to develop a range of resources and materials to support work with anti-social behaviour Victims<br>3. The ability to demonstrate professional empathy with those suffering discrimination and disadvantage<br>4. The ability to maintain clear communications with a wide range of people<br>5. General organisational and administration skills. | 1. Ability to work effectively in a high work volume environment<br>2. Ability to work as part of a team and on own initiative<br>3. Risk assessment skills.<br>4. IT literate. | Application / Interview |
| **OTHER** | 1. An awareness and commitment to equality and diversity<br>2. Ensure compliance with legal, ethical, regulatory and social requirements<br>3. Awareness of health and safety issues<br>4. A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service<br>5. A commitment to working in a proactive and innovative manners | 1. Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle | Application / Interview |

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| | 6. Ability and willingness to work flexibly outside of core hours e.g. some evenings and weekends to meet demand and need of service users.<br><br>7. Willing to travel across Hertfordshire to deliver support within the community according to service user needs<br><br>8. NPPV 2 (Police Vetting), Enhanced DBS check | | |