

Beacon Support Worker - Victims

Job Description and Personal Specification

Role:	Beacon Support Worker
Place of work:	Victim Service
Hours of work:	37.5 hours per week
Salary/Grade	£27,000 (Operations – Practitioner)
Reports to:	Beacon Team Leader
Level of screening:	Enhanced DBS Potentially Police Vetting if based on Police premises.

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, you will be the named and allocated worker providing support to victims and witnesses. You will build and sustain high-quality relationships with victims through an offer of practical and emotional support that wins confidence and trust. You will inform, consult and empower victims to feel supported through the delivery of an agreed and tailored package of support that meets specific risks and needs. You will work collaboratively with a wide range of agencies to ensure that there is a robust referral pathway in place.

You will be a passionate and experienced caseworker who shows an understanding and commitment to the needs of victims and witnesses and how the Victim Service can effectively address the needs.

Main Duties & Accountabilities

- To provide a service and manage a caseload of assigned victims and witnesses
- To become the assigned, allocated and named single point of contact Beacon Support Worker who will work progressively and consistently with each victim or witness to assess and review the needs of the victim ensuring quality services and interventions are provided directly or through a range of partnership service providers
- To access and guide victims and witnesses through administrative information and advice package including the use of a web based information tool to inform victims at each stage
- To work as part of a Victim Service team to ensure the delivery of high quality restorative justice
- To provide information and explain the process and principles of restorative justice to identifiable victims of crime and offenders in the community and in custody
- To have a broad and competent understanding of criminal justice processes, and to maintain an interest and good working knowledge of victim, witness, criminal justice and court services
- To follow robust operational procedures to manage victim contact through face to face visits, phone line access, secure email access, secure text messaging, postal correspondence and webchat
- To ensure all victims and witness referrals are identified, actioned and facilitated as identified from the Officer in Charge, direct referrals, self-referrals or as identified through electronic case record systems where the victim consents
- To ensure that victims, witnesses and professionals are provided with a robust introduction to the service, including; referral pathways, support services and the Victim Service's offering
- To ensure consent is obtained and agreed through an informed process
- To ensure all information relating to criminal proceedings, relevant court dates and wider matters are shared timely ensuring victims are kept fully informed of case progress
- To provide a conduit to share and receive information directly from victims and the wide range of services and agencies involved in each case ensuring a coordinated approach is taken to sequentially manage each victims case
- To monitor identified risks in each victims case working closely to manage, reduce and mitigate through the support of the Police and wider support agencies

- To ensure all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority
- To liaise with the Officer in Charge, Crown Prosecution Service, Witness Care to track and monitor all critical pathway information alerts ensuring victims are informed at each stage of the journey including any matters that are discontinued, plea bargains entered and any rights to appeal
- To advise victims 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
- To 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 victims needs and addressing key risks
- To monitor and review, on a regular basis, individual victims' progress, needs, support plans, and response to the work undertaken with them
- To ensure all relevant case information is appropriately recorded on agreed systems in line with the contract requirements including that the interaction between systems and organisations are all correctly updated, including the transfer and recording of any material received by email and paper records
- To understand and ensure compliance where specific exclusions apply for these services
- To prepare and maintain appropriate written and I.T. records, information and reports on the work in a contemporaneous and articulate manner
- To attend and contribute at team and review meetings
- To undertake any other duties within the purview of the post as and when required.
- Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users

What does good look like for this role?

- A confident, professional, and creative individual with a 'can-do' approach
- The ability to guide victims and witnesses through their journey to cope and recover following a crime, while preparing for mitigating factors or changing needs.
- The ability to build rapport with your clients and create safe spaces for victims and witnesses to talk openly about their journey to cope and recover.

- You will represent Catch 22 as a trusted professional both to clients and when networking or advocating on a clients behalf with other services or organisations e.g. police, witness care, housing etc.
- You will work as part of a team to improve the shared knowledge and expertise in the service, as well as throughout Catch 22.

Organisational Relationships

- Reports to Beacon Team Leader
- Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

Beacon Support Worker: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	1. Educated to good standard, including as a minimum GCSE level English and maths	1. A professional qualification relevant to working with under-supported people.	
KNOWLEDGE/ EXPERIENCE	1. Experience of working with highly vulnerable people 2. Experience of working partnership with stakeholders and other providers to deliver high quality services 3. Experience of managing a caseload and identifying, developing and delivering appropriate interventions and preventative initiative, designed to prevent or reduce reoffending and anti-social behaviour 4. The ability to listen and communicate to an acceptable standard, verbally and in writing and to disseminate information in an easily understood and appropriate format 5. Be able to work with a variety of data management systems and information sources, maintain co-	1. Ability to work as part of a team and on own initiative	Application / Interview

	ordination of progress with individual cases within a high volume service 6. The ability to contribute to on-going assessments of the support needs of service users and to provide appropriate advice and support for them, their families and other professionals 7. Knowledge and understanding of restorative principles and service delivery		
SKILLS & ABILITIES	1. A passion for achieving positive outcomes for victims 2. Able to keep the interests and needs of service users central to organisational thinking whilst balancing these with organisational imperatives and realities 3. Ability to demonstrate professional empathy with those suffering discrimination and disadvantage 4. Ability to maintain a clear communication with a wide range of people 5. Ability to process victim's information correctly 6. IT literate and able to learn new packages 7. Highly organised 8. General administration skills	1. Ability to work effectively in a high work volume environment	Application / Interview

OTHER	1. An awareness and commitment to equality and diversity 2. Ensure compliance with legal, ethical, regulatory and social requirements 3. Awareness of health and safety issues 4. A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service 5. A commitment to working in a proactive and innovative manners 6. Willing to travel and work flexible and unsocial hours when required 7. Full driving licence and access to a car		Application / Interview