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| Specialist Fraud Caseworker (Greater Manchester Victim Services) **Job Description and Personal Specification** | |
| **Role:** | Specialist Fraud Caseworker |
| **Place of work:** | Hybrid offer 2 days at GMP Force HQ and 3 days WFH or out in the community or other partner locations. |
| **Hours of work:** | 37.5 hours per week |
| **Salary/Grade** | £27,000.00 |
| **Reports to:** | Team Leader |
| **Level of screening:** | Enhanced DBS  NPPV (non-police personal vetting)– Level 2 |
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| Who we are | |

Catch22 aims to create a society where everyone has a good **place** to live, supportive **people** around them, and a meaningful **purpose**. We refer to these as our '**3Ps**'.

We achieve this through two main approaches. Firstly, we enhance lives on the frontline by delivering public services. Secondly, we leverage our expertise to reform 'the system', addressing the complex web that can entrap and disempower those it was designed to assist. With the heart of a charity and the mindset of a business, we are uniquely positioned to tackle this challenging agenda.

Catch22 Victim Services offer personalised support to individuals, empowering them to cope with and recover from the impact of crime.

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| Where you fit in |
| As the Specialist Fraud Caseworker, you will provide an enhanced service to victims of fraud and economic crime. You will establish and maintain high-quality relationships with victims, offering support that earns their confidence and trust. You will assist Caseworkers in developing their skills and knowledge to support fraud and economic crime cases through coaching and collaborative work. You will work closely with a variety of agencies to ensure a robust referral pathway is in place.  You will be a dedicated and experienced Caseworker, demonstrating an understanding and commitment to the needs of victims and witnesses, and how Greater Manchester Victim Service can effectively address these needs. | |
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| Main Duties & Accountabilities |

* Cascade learning and share best practices with Caseworkers, working alongside them to help fraud victims understand what they can expect from the criminal justice system, their rights and entitlements under the Victim’s Code (VCOP), how to provide a victim’s personal statement (VPS a.k.a. ‘Impact Statement’), how to report fraud and economic crime, and how to recognise if they are being targeted or victimised.
* Deliver sessions and activities for fraud victims, focusing on preventative measures.
* Co-design engaging activities with service users, ensuring our delivery adapts to current needs and emerging crime trends. Working with the wider service in collaboration...
* Design and refresh Victim’s Services marketing materials to be more specific and engaging for fraud victims.
* Run awareness-raising sessions in schools, community and youth centres, other community venues, supported accommodation sites, and universities - to increase awareness of the criminal justice system as it relates to fraud victims, encourage self-referrals, and raise awareness about this type of crime. Link with point above.
* To raise awareness amongst victims of fraud and economic crime of how Victim’s Services can support them. This includes educating on growing concerns around certain types of fraud trends. Apply knowledge to existing trends. Multiagency work in tackling emerging fraud crimes. Evolving and changing field.
* Stay on top topical items – commercial awareness and trends.
* Develop and deliver innovative interventions to address the needs of fraud victims. Provide this training to other VCC’s
* Work closely with victims to involve them in service design, delivery, and evaluation, including coordinating local forums and co-creation groups.
* Hold and manage a caseload of fraud and economic crime victims, supporting across a diverse range of demographics.
* Have a broad and competent understanding of criminal justice processes as they pertain to fraud and economic crime, including the ability to advise and guide victims on matters such as victim witness statements to the police, court proceedings, Action Fraud, the National Fraud Intelligence Bureau, and wider criminal justice system procedures.
* Ensure that fraud and economic crime victims and professionals receive a robust introduction to the service, including referral pathways, support services, and the Victim’s Services’ offering.
* Act as a conduit to share and receive information directly from fraud and economic victims and the wide range of services and agencies involved in each case, ensuring a coordinated approach to managing each victim's case. Mentioned before with multi agency and collaboration.
* Monitor the identified risks in each fraud and economic crime victim's case, working closely to manage, reduce, and mitigate these risks through the support of the Police and wider support agencies. Less contact with fraud. May need to remove completely. National Fraud Intelligence Bayeux.
* Make informed and defensible disclosure decisions based on both static and dynamic factors to escalate risk concerns through established Victim Services' policies and procedures when necessary. Ensure that all safeguarding risks are escalated, when appropriate, through referrals and defensible disclosure to the relevant authority. Responsibility for safeguarding victim service users and GMVS.
* Provide face-to-face contact with victims when appropriate, offering practical support and advice to help them cope with and recover from their experience. Hands on support with victims, advise and signpost.
* Plan, facilitate, record, and review the progress and suitability of referrals to key support services and agencies, as part of a tailored support plan that meets the victim’s needs and addresses key risks.
* Regularly monitor and review each victim’s progress and response to the support provided.
* Ensure all relevant case information is accurately recorded in the agreed systems, in line with contract requirements.
* Make sure support plans and reviews are conducted within agreed timescales, or sooner if significant changes occur.
* Maintain a strong interest and good working knowledge of criminal justice services, including victim services, witness services, criminal justice services, court services, and others. Kind of already mentioned this above.
* Adjust the intensity and frequency of contact to best meet fraud and economic crime victims’ needs, including support meetings taking place outside of the office, in people’s homes, and in the community by agreement.
* Attend and contribute to team and review meetings.

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| What does good look like for this role? |

As the Specialist Fraud Caseworker, you will deliver a specialist enhanced service to victims of fraud and economic crime. You will build and sustain high-quality relationships with victims through an offer of support that wins confidence and trust. You will support Caseworkers to develop their skills and knowledge to support fraud victims through coaching and working on cases together. You will work collaboratively with a wide range of agencies to ensure that there is a robust referral pathway in place.

**Good will look like the following:**

* A confident, professional, and creative individual with a ‘can-do’ approach.
* Responsive to pressure and change – flexible and adaptable to sustain performance.
* Ability to build and manage relationships, share knowledge and skills to deliver shared goals.
* Working collaboratively across the whole of Catch22 to ensure we make the best use of our wealth of skills and experience.
* Excellent communication skills with the ability to influence key stakeholders.
* Proactive and the ability to work on their own initiative

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| Organisational Relationships |

* Reports to Deputy Head of Service.
* Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

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| Specialist Fraud and Economic Crime Caseworker: Person Specification | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | 1. Educated to good standard, including as a minimum GCSE level English and maths. | 1. A qualification relevant to supporting victims of crime, specifically fraud and economic crime. |  |
| **KNOWLEDGE/ EXPERIENCE** | 1. Experience of working with vulnerable individuals. 2. Proven track record of successfully coordinating and delivering projects to those in need of support. 3. Experience of working with victims of fraud and economic crime within a service-driven organisation. 4. Knowledge of safeguarding issues related to vulnerable individuals. | 1. Experience of working with vulnerable fraud and economic crime victims. 2. Proven track record of successfully coordinating and delivering projects to support fraud and economic crime victims. | Application / Interview |

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| **SKILLS & ABILITIES** | 1. A passion for achieving positive outcomes for victims. 2. Ability to work collaboratively with multiple agencies. 3. An understanding of the current issues affecting victims of fraud and economic crime. 4. Strong listening and communication skills, both verbal and written, with the ability to disseminate information in an easily understood and appropriate format. 5. Ability to complete assessments and support planning alongside victims, their families, and other professionals. 6. Proficiency in working with various data management systems and information sources, maintaining coordination of progress with individual cases within a high-volume service. 7. Capability to contribute to ongoing assessments of the support needs of victims and to provide appropriate advice and support for them, their families, and other professionals. 8. The ability to develop creative, solution-focused interventions with vulnerable individuals. 9. The ability to develop a range of resources and materials to support work with victims. 10. The ability to demonstrate professional empathy with those suffering discrimination and disadvantage. 11. The ability to maintain clear communications with a wide range of people. | 1. Ability to work effectively in a high-volume environment. 2. Ability to work both as part of a team and independently. | Application / Interview |
| **OTHER** | 1. 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. Commitment and willingness to contribute positively to the development and maintenance of a high-quality service. 5. Commitment to working in a proactive and innovative manner. 6. Willingness to travel and work flexible and unsocial hours when required. | 1. Access to a car, a current full driving licence, and the ability to obtain insurance for business use of the vehicle. | Application / Interview |