

Thank you for your interest in the role of Victims Caseworker at Catch22. We're delighted you're considering joining our team, and we welcome your application.

Catch22 is a charity and a social business. We deliver over 100 services across England and Wales in justice, education, children, families, communities, employability, and skills. Underpinning all our services is our firm belief that everyone needs good people around them, a safe place to live, and a purpose in life in order to thrive.

For more than 230 years, Catch22 has been focused on delivering high-quality services for people facing challenges and using our experience to advocate for systemic reform in public services. We are committed to not just meeting immediate needs but to driving forward lasting change.

Within Catch22's Justice Hub, we are acutely aware of the growing challenges faced by those we support. Court backlogs, for instance, have significant impacts on both victims and offenders. We also see increasing complexity in the needs of our service users, requiring innovative and compassionate approaches to support. Our ambition is to influence systemic change positively, reforming public service delivery to achieve better outcomes for individuals and communities.

Our portfolio of services is uniquely positioned to address both offender rehabilitation and victim recovery. We work across the criminal justice system, from supporting offenders through our Offender Management and Gang Units to providing rehabilitative services such as Personal Well-being, Finance, Benefit & Debt, and Dependency & Recovery services. Simultaneously, we are expanding our Victim Services, helping individuals navigate the aftermath of crime through initiatives like the Greater Manchester Victim Service and the Young Londoners' Victim Service.

We believe that reducing crime relies on enabling recovery for victims and providing pathways to rehabilitation for offenders, empowering them to live crime-free lives. This dual perspective gives Catch22 a holistic insight into how best to support individuals and drive meaningful change within the criminal justice system.

Innovation and a pioneering mindset are at the heart of what we do. As a charity operating outside the constraints of traditional public services, we're constantly seeking new ways to improve lives and create impact. Many are drawn to Catch22 for this spirit of curiosity, innovation, and commitment to making a real difference in the third sector.

Each role at Catch22 is fundamental to achieving our mission. We deeply value the compassion, collaboration, and dedication of those on the front lines, leading teams, and managing services. We look forward to the contributions you will bring to our shared vision.

Kind regards,

Matt Randle, Director of Justice at Catch22

**Matt has been with Catch22 for a total of 11 years, and during that time has held a total of 7 different positions, progressing from a Custody Case Manager to Assistant Director, Justice in 2018, and Director of Justice in November 2022.**

**Matt has a wealth of experience in successfully overseeing Catch22's Justice Hub's operational delivery, as well as a huge passion for Catch22 and the work we do across the Criminal Justice System.**



## Victims Caseworker—Justice

**Salary** £27,000 per annum

**Location** Norfolk and Suffolk

**Hours** 37.5 hours per week

**Contract** Fixed Term—6 months

**Interview** Ongoing

**Reports to** Team Leader

**Screening** Enhanced DBS, NPPV—Level 2

### About Us

Over the past year Catch22 has delivered over 100 services... Read more in our recent [impact report](#).

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.

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 users' ideology, helping them desist from crime and reach their true potential.

We are looking for someone who is compassionate, collaborative, and empowers others

### What values guide our people?

Our values, chosen by staff from across Catch22, reflect the approach to working and embedded in all the work we do:

- ◆ **We're compassionate:** we care about people—supporting them to move forward.
- ◆ **We empower others:** we give people the knowledge, skills and opportunities to thrive.
- ◆ **We're collaborative:** we do things with people, not to them.
- ◆ **We're curious:** we explore, innovate and challenge to improve what we can do.

**Pack is for information only**

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### In the last year:



**42,000**

People were supported by our Justice teams.



**100%**

Of commissioners were satisfied or very satisfied with the service our teams delivered.



**£696,370**

Were retrieved for victims of fraud by the Hertfordshire Beacon Fraud Hub.

**About You****As a Caseworker****About Your Role**

As a Caseworker, you will be the named and allocated support for victims and witnesses, delivering tailored, practical, and emotional support that empowers individuals to cope and recover. You will build meaningful, trust-based relationships that are central to our trauma-informed approach.

To enable this, you will work from an office base and/or in the community for a minimum of three days per week. This is essential for:

- Building rapport through in-person contact with service users, many of whom benefit from face-to-face support.
- Collaborating effectively with colleagues, police, and partner agencies.
- Maintaining visibility and accessibility within the communities we serve.

The remaining time may be worked remotely, subject to service needs and agreement with your Team Leader.

**As Caseworker your main duties and accountabilities will include:**

- Provide a service to all victims and witnesses as appropriate.
- Manage a caseload of assigned victims and witnesses, acting as the named Caseworker throughout their journey.
- Deliver practical and emotional support tailored to individual needs and risks.
- Guide victims and witnesses through information and advice packages, including digital tools.
- Provide information and explain the process and principles of restorative justice to victims and offenders.
- Maintain a competent understanding of criminal justice processes and advise victims accordingly.
- Follow robust procedures for victim contact via phone, email, text, post, and webchat.
- Assess and review victim needs, coordinating direct support and referrals to partner agencies.
- Share timely updates on criminal proceedings, court dates, and case progress.
- Understand and comply with service exclusions and boundaries.
- Attend and contribute to team and review meetings.
- Undertake any other duties within the scope of the role as required.
- Promote an inclusive and respectful environment that values diversity among staff and service users.

<b>Career Family &amp; Grade</b>	Operations, Practitioner
<b>Scale</b>	National
<b>Job Reference Number</b>	REF37421
<b>Closing date</b>	N/A

- Ensure accurate and timely updates across systems and organisations, including email and paper records.
- Identify and action referrals from police, direct/self-referrals, and electronic systems with victim consent.
- Provide a comprehensive introduction to the service, including referral pathways and support options.
- Obtain informed consent and tailor contact methods to victim preferences.
- Coordinate information sharing with victims and involved agencies to ensure a joined-up approach.
- Monitor and mitigate risks in each case, escalating concerns through agreed procedures.
- Make defensible disclosure decisions and escalate safeguarding concerns appropriately.
- Create alerts and critical points along the victim journey to ensure timely updates.
- Liaise with police, CPS, and Witness Care to track and communicate case developments.
- Advise victims on criminal justice processes, timelines, and available support.
- Provide face-to-face support where appropriate to help victims cope and recover.
- Plan, facilitate, and review referrals to support services as part of tailored support plans.
- Monitor and review victim progress and response to interventions.
- Support victims with complex needs to access appropriate interventions and build resilience.
- Ensure all case information is recorded accurately and in line with contract requirements.
- Ensure support plans and reviews are completed within agreed timescales or sooner if needed.
- Maintain up-to-date knowledge of victim, witness, criminal justice, and court services.
- Prepare and maintain accurate written and IT records and reports.



- Ensure the service brand is widely and regularly publicised, managing any public relations issues and ensuring the service has an excellent reputation.
- Manage complaints from service users and professionals in line with agreed local and Catch22 policies and procedures
- Recruitment and management of volunteers, as appropriate, to support the consciousness raising goals of the service.

### **Community-Based, Face-to-Face Support**

This role involves direct engagement with victims and witnesses in their communities, including:

- Providing in-person emotional and practical support where appropriate.
- Attending meetings, home visits, or safe community spaces to deliver trauma-informed care.
- Supporting individuals with complex needs who may not engage effectively through remote channels.

Face-to-face contact is a vital part of how we build trust, assess needs accurately, and deliver meaningful, person-centred support.

### **What does good look like for this role?**

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

- 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 best use of our wealth of skills and experience.
- Excellent communication skills with the ability to influence key stakeholders and retain confidentiality at all times.

### **Organisational Relationships**

Reports to Team Leader

Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, employees, volunteers, commissioners, and representatives of other local stakeholder groups.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
<b>QUALIFICATIONS</b>	Educated to good standard, including as a minimum GCSE level English and maths		Application
<b>KNOWLEDGE/ EXPERIENCE</b>	Experience of working with highly vulnerable people	Ability to work as part of a team and on own initiative	Application / Interview
	Experience of working in partnership with stakeholders and other providers to deliver high quality services		
	Experience of managing a caseload and delivering appropriate interventions and preventative initiatives		
	Ability to listen and communicate effectively, verbally and in writing		
	Experience using data management systems and maintaining coordination of progress in a high-volume service		
	Ability to contribute to ongoing assessments and provide appropriate advice and support		
	Knowledge and understanding of restorative principles and service delivery		
<b>SKILLS &amp; ABILITIES</b>	A passion for achieving positive outcomes for victims	Ability to work effectively in a high work volume environment	Application / Interview
	Ability to keep the interests and needs of service users central to organisational thinking		
	Ability to demonstrate professional empathy with those suffering discrimination and disadvantage		
	Ability to maintain clear communication with a wide range of people		
	Ability to process victim's information correctly		
	IT literate and able to learn new packages		
	Highly organised		
	General administration skills		
	General administration skills		
	Ability to build trust and rapport through in-person engagement with vulnerable individuals.		
	Confident in delivering support in varied environments, including community ven-		

**OTHER**

Awareness and commitment to equality and diversity

Ensure compliance with legal, ethical, regulatory and social requirements

Awareness of health and safety issues

Commitment and willingness to contribute to a high quality service

Commitment to working in a proactive and innovative manner

Willing to travel and work flexible and unsocial hours when required

Willingness and ability to work from an office base and/or in the community for a minimum of three days per week to support meaningful engagement with service users, partners, and colleagues.

Commitment to delivering face-to-face support in community settings, including home visits and multi-agency meetings, where appropriate.

Application / Interview

If you have spent or unspent convictions and need to make a disclosure, or would like advice on whether a role we have advertised is suitable, please contact Rik at our partner, [Offploy](#), via [rik@offploy.org](mailto:rik@offploy.org) for support and guidance.

**How and when?** Catch22 only ask a candidate to declare criminal convictions upon accepting a conditional offer of employment (except where our roles are exempt from the Rehabilitation of Offenders Act). By doing this, they ensure hiring teams are only assessing candidates on how closely they match the advertised person specification, to avoid conscious and unconscious bias from affecting hiring decisions.

## Screening Process

Each role at Catch22 is evaluated on the types of screening that are necessary for the opportunity. Successful candidate's only undergo checks relevant to the role they have been offered.

The advert and offer letter will list the types of checks that a candidate must undergo for the relevant role and a cover letter, sent alongside the offer letter will detail the checks and also explain how Catch22 collects, keeps, and destroys data around a person's criminal record.

Guidance on making a disclosure is given to all candidates at offer and decisions on hires is not made solely on the results of screening checks.

## Why?



At Catch22, we believe that those who have experienced the challenges and successes of the Criminal Justice System first-hand are best equipped to drive change. That's why we recruit people with lived experience, have implemented a Lived Experience Lead, and have partnered with organisations to support us in doing this as effectively as possible.

[Watch](#) to learn more about Catch22's innovative work in using the expertise and talent of those with [#LivedExperience](#).

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*"At Catch22 we want to attract the widest range of talent available and we therefore open as many of our roles as possible to people with convictions. We have found that they bring a different perspective to some issues and display great loyalty to our organisation. We firmly believe that giving people another chance is the right thing to do".*

Dom Dingle, Recruitment Coordinator—Justice



*"We recognise that those involved in crime often feel trapped in negative patterns of behaviour and that this leads to repeat offending. We also recognise that employment is the best way to break this cycle and enable people to move forward and lead positive, fulfilled lives. For this reason Catch22 is proud to support the Ban the Box campaign and is committed to providing a fair recruitment process that offers equal opportunities to all, including those with criminal convictions."*

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Christina Duru, Chief People Officer

Catch22 has Banned the Box which means we not only encourage applications from those with lived experience and/or criminal convictions but also do not ask for a declaration until a conditional offer is made. We ask for any disclosures on unspent convictions to be disclosed at the offer stage and provide support both internally and sign-post to external partners to support with disclosures. We assess the disclosed convictions against the successfully offered role and can adapt roles based on convictions. Please see our full statement on hiring those with convictions and note that we do have employees currently within the Justice Hub with convictions. Support is given at the offer stage for providing a disclosure.

