

Thank you for your interest in the role of Deputy Head of Service 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.

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.



Project Worker—Violence Reduction (custody)[Catch22 Jobs](#)[Alert me](#)**Salary** £31,200.00 per annum**Location** London—HMP Wandsworth & HMP Pentonville
(see advertisement for more information)**Hours** 38 hours per week**Contract** Permanent**Interview** TBC**Reports to** Team Leader**Screening** Enhanced DBS, HMPPS vetting**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**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

You will have an essential role in Catch22's Gangs Service which was introduced in HMP Thameside in April 2013 to reduce the risk posed by gang-involved prisoners. Run by professionals with extensive knowledge and understanding of gang culture, the service aims to capitalise on the 'teachable moments' prompted by prison sentences to encourage people to leave gang lifestyles behind. Specifically, the service targets coping and communication skills, and identifies positive educational and employment opportunities for people to pursue on release.

This post presents an exciting opportunity to be an integral part of developing and delivering the Violence Reduction Remand Service.

This role involves scheduling and managing remand support hubs, delivering Catch 22's Life Skills Programs, and offering mentoring to equip individuals with the skills and resources to cope with the challenges of prison. They will adapt delivery to address disruptions with the prison environment and work collaboratively with various prison departments to enhance the support provided to remand prisoners.

As a Project Worker, you will have experience and knowledge of prison estates and the processes and procedures within the prison environment. You will work across the spectrum of this delivery, supporting prisoners via a range of interventions including one-to-one support and group work.

The project will support vulnerable and challenging prisoners. Project workers must be resilient, skilled, and flexible to deliver high-quality service. The role involves close collaboration with prison, criminal justice, health, education, and voluntary sector services to promote and deliver services while achieving the required outputs and outcomes.

As part of the team working alongside Catch22's existing footprint within the prison cluster, the role will involve collaborative work across service offerings such as Exploitation Gangs and Debt, Mediation and Conflict Resolution, Peer Mentoring, and Purposeful Activity.

As a Project Worker, your main duties and accountabilities will include:

- ◆ Contribute towards the delivery of activities and interventions that will deter prisoners from involvement in violence and related activities working alongside colleagues from Catch22, Security, Residential and other partners, ensuring communication remains fluid and adherence to agreed joint working processes.
- ◆ Organise and oversee remand support hubs on induction wings to ensure a welcoming and supportive environment for remand prisoners
- ◆ Adapt scheduling and delivery methods to overcome prison disruptions, such as lockdowns, staff shortages and lack of space

Career Family & Grade	Operations—Practitioner
Scale	London
Job Reference Number	REF3520G
Closing date	When filled

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- ◆ Collaboration with prison departments working closely with OMU, reception and resettlement teams to ensure a coordinator response to prisoner support.
 - ◆ Attend relevant prison team meetings
 - ◆ Maintain a regular and consistent presence on the wings to ensure prisoners feel supported and informed.
 - ◆ Practical support assistance: assist prisoners with practical support needs, including banking, ID assistance, housing and employment support through onward referrals and advocacy.
 - ◆ Provide guidance on accessing community resources and services to aid in their reintegration post release
 - ◆ Facilitate group sessions for the life skills program, focussing on equipping remand prisoners with essentials skills and coping strategies
 - ◆ Utilise varied delivery methods to engage prisoners and foster participation, addressing their unique needs and concerns.
 - ◆ Proactively engage with prisoners to build rapport and trust, encouraging them to participate in available programs and support services.
 - ◆ Immediately respond to referrals from prison staff and other sources, assessing individuals needs and coordinating appropriate support.
 - ◆ Create action plans for remand prisoners that target areas of fear and frustration that may trigger violent behaviour.
1. Undertaking appropriate needs and risk assessments
 2. Undertaking effective support/action plans in liaison with the prisoner and other professionals.
 3. Reviewing strategies regularly with prisoners and professionals
 4. Monitoring outcomes and contributing to alternative plans as appropriate.
 5. Providing ongoing person-centred support



- ◆ Use a variety of methods when working with individuals to enhance their well-being and deal with the issues that led to their referral, including:
 1. Using solution-focused approaches and evidence-based practices
 2. Employing strength-based approaches to enhance coping abilities and resilience.
 3. Providing complex case management support on a one-on-one basis
 4. Delivering group interventions
- ◆ Maintain a good level of knowledge and understanding of remand policy and legislation.
- ◆ Facilitate prosocial behaviour among prisoners and disrupt negative behaviour and antisocial peer networks through targeted interventions
- ◆ Work collaboratively with colleagues, prison staff, and external stakeholders to reduce violent incidents within the prison environment.
- ◆ Engage prisoners in the prison regime and encourage participation in constructive activities to enhance their experience and help them engage in pro-social activities.
- ◆ Conduct individual assessments and develop action plans using smart targets.
- ◆ Work with statutory and voluntary sector partners to ensure the work is part of a pathway of activities available and adds value to existing provisions.
- ◆ To collaborate with prisoners to ensure that they are involved in co-creating the service so that it addresses their priorities and needs.
- ◆ Contribute towards activities with staff, prisoners and partners identifying interventions that are effective in reducing violence and exploitation, reducing risk and developing protective factors.
- ◆ Support the delivery of training, events, workshops, and seminars to professionals to raise awareness and develop the capacity of partners in the reman cohort.
- ◆ Make appropriate onward referrals, signposting to support services with partner agencies and positive activities where appropriate, and identifying creative solutions to any barriers that may arise.
- ◆ Constantly ensure there is genuine engagement with the offender using appropriate methodologies and inventions to encourage and support their engagement and progress towards greater independence in the community.

This list is intended to indicate the main duties involved but is not meant to be exhaustive. Other duties include:

- ◆ To make sure that you read are familiar with, and follow all Catch22 policies and procedures and to access Catch22's intranet at least once a month to update yourself with any new or amended policies or procedures
- ◆ To act as an ambassador for Catch22 upholding and promoting our corporate values
- ◆ To attend relevant training courses and networking sessions as agreed with the line manager
- ◆ To carry out such other relevant duties, as may be required and as are commensurate with the nature and grading of the post.
- ◆ Represent Catch22 as required at a range of local and national events and forums.
- ◆ Work with the Catch22 Management and colleagues to develop new initiatives, based on an assessment of needs across the prison sites, which will be effective in reducing the impact of gangs within the prison, the community and on individuals.
- ◆ Ensure that HM Prison security requirements are always adhered to.



As Project Worker you will be engaging with Service Users, drawing upon each of the five competencies: risk of harm, engagement, diversity, communication and teamwork. This will be a great opportunity to be a positive influence for change and to work with a wide range of partners to address service users' criminogenic needs.

'Good' in this role will include:

- ◆ A confident professional who is responsive to pressure and change.
- ◆ Able to be adaptable, working in what can be a challenging environment whilst maintaining a motivational approach and achieving performance targets.
- ◆ Ability to build and manage relationships, and share knowledge and skills to deliver shared goals.
- ◆ Working collaboratively with a variety of partnership organisations to deliver a great service to service users.
- ◆ Attention to detail particularly relating to performance and meeting deadlines.
- ◆ Excellent communication skills with the ability to adapt messages to the audience receiving them and always retain confidentiality.
- ◆ Ability to complete timely performance and management reports as directed, collating information as agreed from all prison sites.

Organisational Relationships

Reports to Violence Reduction Team Leader

A Project worker liaises closely and is expected to effectively communicate with Service Users, Probation staff, Prison staff, Local Authorities, and Managers from other statutory and voluntary agencies, both within and external to the prison, who offer services relevant to the remand cohort



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Good Basic education to GCSE or equivalent	Qualification in youth justice, or criminology.	Application Form/ Interview/ Verification of Certificates
KNOWLEDGE/ EXPERIENCE	<ul style="list-style-type: none"> ◆ Experience working in a custodial setting ◆ Strong understanding of the challenges faced by remand prisoners and effective strategies for supporting their needs. ◆ Experience of safeguarding ◆ Knowledge of housing, employment and financial support systems ◆ Strong advocacy and problem-solving skills ◆ Ability to work independently and part of a multidisciplinary team. ◆ Understanding of the criminal justice system and the needs of those within it. ◆ Experience working with a high-risk client group presenting violent or challenging behaviour ◆ Experience in delivering 1-1 and group interventions, or willingness to learn. ◆ Knowledge of relevant legislation and policy relating to gangs and serious violence. ◆ Problem-solving techniques and decision-making practice. ◆ Ability to engage and work effectively with people from a diverse range of backgrounds with multiple needs. ◆ Good understanding of agencies working within the following sectors: criminal justice, secure estate, social care, housing, health, ETE and voluntary sector and the relevant referral processes 	<p>Experience working within a Prison setting</p> <p>Experience in outreach or detached work</p> <p>Knowledge and understanding of the issues facing socially excluded individuals or those at risk of disengaging from mainstream activities and the issues of violent crime</p>	Interview/ Application



SKILLS & ABILITIES

- ◆ Ability to organise own work routines and to work on own initiative to an agreed action plan.
 - ◆ Ability to assess information quickly and make sound judgments
 - ◆ Ability to handle sensitive and confidential issues with tact and diplomacy, whilst maintaining boundaries
 - ◆ Ability to generate trust and credibility when working in a team and be reliable, approachable and discreet
 - ◆ A commitment to valuing diversity and implementing equal opportunities and anti-discriminatory practice
- Experience in Application/ data collection, Interview analysis, and the production of reports and summaries, using IT.
- An understanding of the risks entailed in service delivery to vulnerable young people and risk management processes.

OTHER

- ◆ Demonstrate the ability to build key relationships to the benefit of the project.
- 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 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](#).

"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."

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.

