

Head of Service (Victim Services)

Job Description and Personal Specification

Role:	Head of Service
Place of work:	Victim Service
Hours of work:	37.5 hours per week
Salary/Grade	People Manager
Reports to:	Assistant Director
Level of screening:	Enhanced DBS NPPV L2 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.

[Catch22's Victim Service](#) provide emotional and practical support for victims and witnesses of crime and anti-social behaviour, alongside crime prevention advice. Last year, we supported 32,500 victims across the UK, achieving improved health and wellbeing outcomes for 99% of our service users.

Where you fit in

As Head of Service, you will be responsible for the strategic and operational running of the Victim Service. You will be an inspirational leader who promotes the values, aims and objectives of Catch22 and shows understanding and commitment to the needs of victims and witnesses and how the Victim Service can most effectively address these needs. You will ensure the effective delivery of cope and recover services for victims and witnesses.

You will drive and manage activities that meet our contractual and performance based objectives on behalf of the customer. You will be the main point of contact for the Commissioner and will ensure

there are regular, timely and comprehensive updates provided to them. You will also contribute to the growth of Catch22's Justice Directorate business activity, with a particular focus on growing our Victim Service footprint nationally.

Main Duties & Accountabilities

- To provide strategic oversight and management of Catch22's strategic aims and objectives alongside those of the Customer.
- To oversee the effective delivery of the Victim Service case management system.
- To manage and drive performance ensuring all key performance deliverables and contract expectations are met and satisfactorily achieved.
- To manage and control the service budget in liaison with the Catch22 Finance Manager providing monthly reports to the Catch22 Asst Director as required.
- To ensure operational delivery of victim and witness services to identified service users in line with the local Policy and Procedures for the Victim Service
- To maximise the performance and contribution of staff in meeting the objectives of the Victim Service through staff supervision, performance management, appraisal, training, consultation and service/team meetings.
- To ensure cases are effectively managed and services delivered within the agreed timeframes.
- To ensure all relevant case information is appropriately recorded in line with the contract requirements.
- To ensure that relevant delivery plans and reviews are in place within the required timescales and reports to the Assistant Director are prepared in a timely fashion, using established monitoring systems.
- To ensure processes are in place with regard to specialist pathway needs.
- To ensure that all reasonable steps are put in place to facilitate a seamless journey of support for users of the Victim Service.
- To ensure systems and processes are in place to risk assess and risk manage all static and dynamic factors relating to each service users case.
- To develop, through excellent leadership, an effective culture of team working – including appropriate delegation of tasks and duties according to job descriptions and levels of responsibility.
- To develop, implement, monitor and audit protocols and policies relating to the management of information/ case management/victim pathway and signposting/ record management and proactive alerts and safeguarding/risk management procedures. This to include ensuring service compliance with all statutory legal obligations.

- To develop effective working arrangements with local Criminal Justice Services including Police, CRC provider, NPS, CPS, the courts, Youth Offending Services, Court based Witness Service, Witness Care unit, CCG mental health commissioner, locality ASB leads and safeguarding leads. This to include developing and implementing where required interagency information sharing agreements
- To assist the Assistant Director in developing systems to ensure effective service delivery within an equal opportunities framework and promote anti discriminatory practice in all aspects of the work.
- In liaison with the Deputy Service Manager and Team Leaders, ensure that all service users receive a high quality service meeting the needs of victims and witnesses.
- To oversee and ensure periodic file audits and quality assurance checks take place as required.
- To maintain a strategic knowledge base and understanding of the Victims Code and around changes in legislation pertaining to the rights of victims and witnesses.
- To chair, as required, strategic planning and wider departmental meetings.
- To organise, attend and contribute to Management meetings, as required.
- Ensure the Victim Service brand is widely and regularly publicised, managing any public relations issues and ensuring the service has an excellent reputation.
- Reports to the Assistant Director and provides reports to the contract Partnership Management Board.
- To prepare an absence management plan and ensure this is understood and adhered to.
- Attends Catch22 and Victim Service networking events as and when required.

What does good look like for this role?

As the Head of Service with responsibility for the effective running of the Victim Service, you will have a great opportunity to be involved in a number of varied projects working at the heart of the delivery of our strategic ambition. 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 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 Assistant Director, Justice
- Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

Head of Service: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Educated to good standard, including as a minimum GCSE level English and maths		
KNOWLEDGE/ EXPERIENCE	1. Experience of managing and supporting and supervising staff. 2. Previous experience and a good working knowledge of the victim and witness field. 3. Experience of working with high risk clients who are disadvantaged and socially excluded. 4. Developing support and intervention programmes for clients that enable them to progress in their lives. 5. Developing and managing risk assessment procedures for clients. 6. Experience of working in a multi-agency context. 7. An understanding of the importance of evaluation and service user participation		Application / Interview

	8. A working knowledge of key issues relating to our clients at high risk of offending or re-offending. 9. Knowledge of victim and witness system and recent policy in relation to service users. 10. A good understanding of the National Victim and Witness Code model and working practices.		
SKILLS & ABILITIES	1. Skills in assessment and risk management. 2. Skills in planning and coordination. 3. The ability to listen and to communicate effectively and to a high standard both verbally and in writing. 4. To be able to monitor the work of others and ensure accurate records are kept. 5. Skills in networking and maintaining positive relationships with key stakeholders. 6. To engage, motivate and develop skills in service users and colleagues. 7. Support staff in managing appropriate boundaries and maintaining confidentiality		Application / Interview

	8. Skilled in managing finances and budget control. 9. Competent in the use of IT including windows, Excel and PowerPoint.		
OTHER	1. A commitment to working with Service Users in a manner which demonstrates respect and promotes empowerment. 2. Awareness of health and safety issues. 3. A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service. 4. A commitment to working in a proactive and innovative manner. 5. Able to work flexible and unsocial hours when required. 6. Awareness of and commitment to Equality & Diversity. 7. Willing to travel and work flexibly 8. Willing to undertake training, as required.		Application / Interview