

Thank you for your interest in the role of Finance, Benefit, & Debt 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.





Administrative Data Analyst

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Salary £27,991.00 per annum
Location In one of our 8 Hubs
Hours 38 hours per week
Contract Permanent
Interview Ongoing—bi-monthly assessment days
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.



Where You Will Be



Your base will be in one of our London hubs, but you will be expected to travel frequently across London, hybrid working is available with 4 days expected to be in the hubs/probation offices/delivery sites and 1 day of remote working is possible but not guaranteed.

About You

This post presents an exciting opportunity to become frontline practitioner within our Finance, Benefit and Debt (FBD) services in the London region. Commissioned by HMPPS these services are focused on supporting People on Probation to understand motivations, rationale, habits, behaviours and social capital, which explain root causes for FBD needs, and address them.

This role will involve working in close partnership with delivery partners, HMPPS, Voluntary Sector and other Criminal Justice organisations

Finance Benefit and Debt Caseworkers manage a caseload of People on Probation and complete ongoing assessments and management of each People on Probation needs, capacity, opportunity and motivation to rehabilitate. They deliver and access interventions that support rehabilitation working in partnership with a range of local providers and taking account of available risk information.

The role will be based in the community and will require travel across various delivery sites across London. It may also require some occasional travel to other regions to access training and develop links with partnership agencies.

Career Family & Grade	Operations, Practitioner
Scale	London
Job Reference	
Number	REF2725W
Closing date	When filled

About Your Role

As a Finance Benefit and Debt Caseworker, your main accountabilities will include:

- ♦ Undertake structured assessments to understand specific finance, benefit and debt needs of the People on Probation and construct tailored action plans in line with their specific needs, complexity level, Risk factors & protected characteristics.
- ♦ Support People on Probation to claim the correct benefits, gain access to relevant entitlements, and manage under/overpayments
- ♦ Support People on Probation to obtain a national insurance number, personal photo identification, birth certificate or other documentation.
- ♦ Help People on Probation to access banking and financial services to meet FBD needs. Through supporting People on Probation to develop online banking skills.
- ♦ Sign-post People on Probation to relevant agencies/organisations that will support them with their finance, benefit or debt needs.
- ♦ Utilise resources available to you to address hardware/software issue of digital inclusion, and access digital resources.
- ♦ Provide advice and guidance ensuring FBD issues do not prevent People on Probation from accepting job opportunities.
- ♦ Support People on Probation to develop a personal budget
- ♦ Support People on Probation to understand how they can avoid benefit sanctions



- ♦ Utilise our Senior Debt Advisors to support and advocate for People on Probation to address their complex debt issues requiring legal, financial or regulatory advice
- ♦ Provide advocacy support to negotiate with creditors or source appropriate court/tribunal representation
- ♦ Utilise our structured interventions and deliver tailored specialist training/courses/interventions to develop People on Probation financial literacy, including budgeting and personal financial management.
- ♦ Provide advice and support for them to better understand loans, including pay-day loans, Buy-Now-Pay-Later, and Universal Credit advances, to those who have a loan, and those who have not yet made their decision.
- ♦ Support People on Probation to develop a debt management plan, including helping them identify priority debts (legal status, repayment amount, interest rate), and plan debt repayment based on their budget
- ♦ Support People on Probation to attend/engage with appointments.
- ♦ Inform, consult, and involve service users in determining rehabilitation plans and activities.
- ♦ Actively promote equalities and diversity taking account of each Person on Probation different needs.
- ♦ Maintain records in accordance with Probation, Prison and Organisational policies and procedures.
- ♦ Ensure that you maintain high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks.

'Good' in this role will include:

As a Finance, Benefit and Debt Caseworker with responsibility for supporting People on Probation in addressing their needs, you will have a great opportunity to be a positive influence for change and to work with a wide range of partners to improve People on Probation prospects.

The ideal candidate will possess the following:

A confident and professional approach to supporting individuals from diverse backgrounds who may present with multiple difficulties.

Ability to motivate People on Probation in their ability to change through both one to one & Groupwork interventions.

Ability to proactively manage a caseload of People on Probation in line with the information contained within referrals.

Knowledge of how childhood experiences impact on adult life; of family dynamics in diverse ethnic/cultural/social background

Ability to use digital systems and share information appropriately.

Able to be adaptable, working in challenging environments whilst maintaining a motivational approach.

Ability to build and manage relationships, share knowledge and skills to deliver shared goals.

Ability to enable People on Probation to manage strong feelings/ensure their own/others safety.

Ability to identify/recognise risk, act according to risk management procedures when completing healthy relationship work.

Attention to detail particularly relating to recording of work and meeting of deadlines.

Excellent communications skills with the ability to adapt messages to the audience receiving them and retain confidentiality at all times.

**Organisational Relationships**

Reports to Team Leader

The post holder will also be required to effectively communicate with People on Probation, Probation staff, Prison staff, other Dynamic Framework providers, Housing Officers and workers for other statutory and voluntary agencies both who offer services relevant to the rehabilitation of those involved within CJS.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<p>Good basic education, including Maths and English GCSE or equivalent.</p> <p>Evidence of continual professional development.</p> <p>Experience working with Microsoft</p>	Any qualification relevant to working with People on Probation	Application
KNOWLEDGE/ EXPERIENCE	Knowledge of how financial issues can impact on re-offending	<p>Experience of working with People on Probation and/or disadvantaged people.</p> <p>Knowledge of how financial issues can impact on re-offending.</p> <p>An understanding of the importance of risk assessment and management.</p> <p>Knowledge of local partners/ statutory agencies/associated services</p>	Application / Interview



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
SKILLS & ABILITIES	<p>Ability to build and develop good working relationships at all levels.</p> <p>Ability to proactively manage a caseload of service users in line with the information contained within referrals</p> <p>Ability to use digital systems and share information appropriately</p> <p>Ability to understand/follow policies, procedures appropriate to the probation sector</p> <p>Ability to respond appropriately to challenging/unacceptable behaviour</p> <p>Ability to enable People on Probation to manage strong feelings/ensure their own/others safety</p> <p>Ability to support People on Probation to disclose offences to their family</p> <p>Ability to identify/recognise risk, act according to risk management procedures when completing healthy relationship work</p> <p>Demonstrates a positive approach and commitment to both team and partnership working.</p> <p>Good organisational and prioritising skills.</p> <p>Ability to work under pressure using own initiative.</p> <p>Ability to work with a solution focussed approach.</p> <p>Good verbal and written communication skills, in</p> <p>Ability to work in line with data protection requirements.</p> <p>Willing and able to work flexibly across various community & prisons settings</p>	<p>Skills in risk assessment and management and evidenced based decision making.</p> <p>Demonstrable engagement skills including interviewing and motivating skills</p> <p>Experience of writing assessments or reports.</p>	Application / Interview
OTHER	<p>Awareness of and commitment to Equality & Diversity.</p> <p>Willing to travel and work flexibly.</p> <p>Willing to undertake training, as re-</p>		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.

