

JOB DESCRIPTION

catch
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JOB TITLE	Victim Engagement Practitioner
SERVICE	Leicester Victim First
HUB	Safer Futures
LOCATION	- Victim First, Leicestershire Police Headquarters, St Johns, Enderby, Leicester, LE19 2BX. - There will also be co-location at Leicester City Youth Justice Council offices.
SALARY BAND	Operations-Practitioner
VEHICLE	Vehicle and driving license required for role
CRIMINAL RECORDS CHECK (DBS LEVEL):	Enhanced DBS and Non -Police Personnel Vetting Level 2

WHAT WE ARE LOOKING FOR

The Victim Engagement Practitioner plays a key role in delivering trauma-informed support to victims involved with Leicester City Youth Justice Service. The post exists to ensure that victims are offered timely, specialist support, have opportunities to participate in restorative approaches where appropriate, and are kept informed throughout the youth justice process.

Working as part of Catch22 Victim Services and embedded within Leicester City Youth Justice Service, the role acts as a bridge between organisations, ensuring victims' voices are heard and their needs are considered within assessment, intervention and decision-making processes. The role contributes to improving outcomes for victims, increasing engagement with support services, and strengthening restorative and victim-centred practice across the Youth Justice Service.



JOB DESCRIPTION

(Continued)

WHAT YOU WILL DO

Key duties

Operational responsibilities

- Receive, assess and manage referrals for victims affected by youth offending, ensuring timely contact and engagement.
- Deliver person-centred, trauma-informed support, information, advocacy and signposting to victims.
- Facilitate restorative approaches and support victims to make informed choices regarding participation in restorative processes where appropriate.
- Maintain accurate, comprehensive and timely case records using designated case management systems.
- Contribute to performance monitoring by recording outcomes and activity against agreed service measures and Key Performance Indicators (KPIs). Prepare reports, case summaries and monitoring information as required by Catch22, Youth Justice Service colleagues and commissioners.
- Work in accordance with agreed information-sharing protocols, data protection legislation and partnership agreements.
- Ensure safeguarding concerns are identified, recorded and escalated in line with organisational and statutory procedures.
- Participate in case reviews, audits, quality assurance processes and service improvement activities.
- Support the development and implementation of referral pathways, victim engagement processes and partnership working arrangements.
- Maintain compliance with organisational policies, regulatory requirements, health and safety standards and confidentiality obligations.

People responsibilities

- Build effective working relationships with Youth Justice case managers, service managers, police colleagues, commissioners, safeguarding partners and voluntary sector organisations.
- Work collaboratively with practitioners across services to ensure coordinated support for victims and their families.
- Act as a specialist victim-focused resource within the Youth Justice Service, sharing knowledge, expertise and good practice with colleagues.
- Contribute to team meetings, practice development events, case discussions and multi-agency forums.

JOB DESCRIPTION

(Continued)

WHAT YOU WILL DO

Key duties

People responsibilities.

- Promote a positive culture of partnership working, inclusion and continuous improvement.
- Support the development of victim-informed and trauma-informed practice across the wider service.
- Although the role does not have direct line management responsibility, it is expected to influence, guide and collaborate effectively with professionals across multiple agencies to improve outcomes for victims.

Individual responsibilities

- All employees are expected to:
- Demonstrate and uphold Catch22 values, behaviours and professional standards at all times.
- Place the needs, rights and experiences of victims at the centre of their practice.
- Promote equality, diversity and inclusion, challenging discrimination and barriers to participation.
- Maintain the highest standards of confidentiality, information governance and professional integrity.
- Comply with all safeguarding, health and safety, data protection and organisational policies and procedures.
- Take personal responsibility for managing workload, maintaining accurate records and meeting deadlines.
- Participate in regular supervision, reflective practice, training and professional development activities.
- Develop and maintain knowledge of victim services, youth justice legislation, restorative practice, safeguarding and relevant national guidance.
- Actively contribute to service development, quality improvement and the sharing of learning and best practice.
- Behave in a manner that promotes the reputation of Catch22 and supports positive partnership relationships with stakeholders and communities.
- This role requires flexibility, initiative and a commitment to delivering high-quality, victim-centred services that improve outcomes for individuals, families and communities.

WE WILL NEED YOU TO HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE NEED YOU TO HAVE THIS
Essential	Educated to good standard, including as a minimum GCSE level English and maths
Essential	A qualification relevant to working with children and / or young people.
Desirable	DIPSW, CQSW, Diploma in Education Social Work, Diploma in Youth and Community Work, Nursing Qualification, police officer having completed the probationary period, or equivalent recognised professional qualification from one of the agencies that contribute to Youth Offending Team activities
Desirable	Completed Restorative Justice training at levels 1/2
EXPERIENCE & KNOWLEDGE	WHY WE NEED YOU TO HAVE THIS
Essential	• Experience of working with highly vulnerable people • Knowledge of safeguarding issues relating to adults and children and young people • Must demonstrate sufficient computer literacy to enable full use of CRM databases. • Good verbal and written communication skills. • Report writing skills and ability to keep accurate case records, including of electronic records and statistical information as required. • Skills in effective practice methods for use with victims. • Ability to take initiative and produce creative solutions.

WE WOULD LOVE IT IF YOU COULD HAVE THIS:

SKILLS	WHY WE WOULD LOVE YOU TO HAVE THIS
Essential	• A passion for achieving positive outcomes for victims • Ability to work on an inter-agency basis • The ability to listen and communicate to an acceptable standard both verbally and in writing and to disseminate information in an easily understood and appropriate format • The ability to complete assessments and support planning alongside children and young people, their families and other professionals • Be able to work with a variety of data management systems and information sources, maintain co-ordination of progress with individual cases • The ability 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 • The ability to develop creative solution focused interventions with vulnerable adults and children and young people • The ability to develop a range of resources and materials to support work with children and young people • The ability to demonstrate professional empathy with those suffering discrimination and disadvantage • The ability to maintain clear communications with a wide range of people • Ability to challenge discrimination within the Youth Justice System. • Driving licence and access to a car.
EXPERIENCE	WHY WE WOULD LOVE YOU TO HAVE THIS
Desirable	• Work with highly distressed victims and their families • Experience of work with victims of crime in a Local Authority, Probation, Police, Health, voluntary, or other agency, relevant to the work of the Youth Offending Team. • Knowledge of relevant legislation, Government circulars and national standards and awareness of the implications of these in practice. • Awareness of current issues and recent research in the area of work with victims of crime.

WHERE THE ROLE FITS WITHIN CATCH22

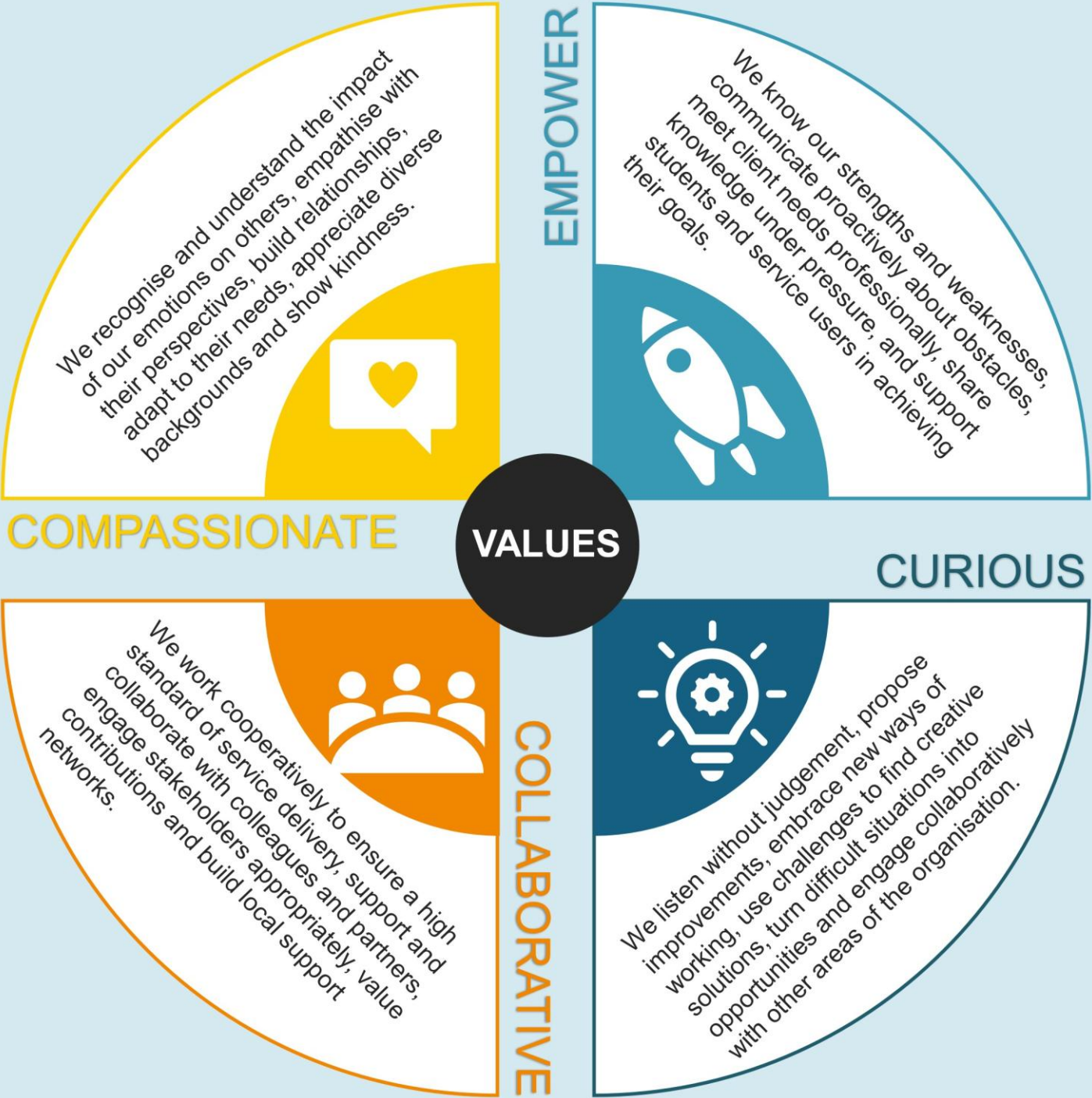
Our structure

The role sits within Catch22's Victim Services division and forms part of the wider Safer Futures hub. Operational management is provided by Catch22 through established management, quality assurance, safeguarding, HR and governance structures, while the post will work in close partnership with Leicester City Youth Justice Service to ensure victims' needs are fully integrated within service delivery. The role will be embedded within the Youth Justice Service, attending team meetings, practice development sessions and multi-agency discussions, whilst remaining part of the wider Catch22 Victim Services team for professional support, supervision and service development. Key working relationships include Youth Justice managers and case managers, Catch22 Victim Services colleagues, Police and Crime Commissioner representatives, Leicestershire Police, safeguarding partners and other relevant statutory and voluntary sector agencies. The service operates through a collaborative partnership approach, ensuring that victims receive coordinated, trauma-informed support whilst maintaining effective information sharing, governance and performance management arrangements.

REPORTS TO	Victim Engagement Practitioner
LINE MANAGEMENT RESPONSIBILITY	None
BUDGET RESPONSIBILITY	Personal expenses

OUR BEHAVIOURS

Who we are at Catch22 is determined by ‘The How’ (our behaviours) and ‘The What’ (our capabilities and skills). Our Behaviour Framework (‘The How’) guides how we work, make decisions, and engage with others. It is important because it ensures our values are reflected in everything we do, helping us build trust, deliver consistently high-quality outcomes, and create a positive, inclusive workplace.



OUR VALUES

Our values are at the heart of everything we do. They were created by colleagues across Catch22 and guide how we work together to support others.



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 do.

ADDITIONAL INFORMATION

The post holder will be required to comply with all policies and procedures issued by Catch22.

This job description cannot cover every issue or task that may arise within the post at various times and the post-holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document.

This job description does not form part of the contract of employment.

