JOB DESCRIPTION

JOB TITLE	**Custody Case Manager (Prison Offender Manager)**
SERVICE	HMP Thameside OMU
HUB	Justice
LOCATION	HMP Thameside
SALARY BAND	Operations - Practitioner
CRIMINAL RECORDS CHECK (DBS LEVEL):	HMPPS/MoJ vetting and DBS Enhanced

WHAT WE ARE LOOKING FOR

This is a great opportunity to join our team at HMP Thameside. Catch22 has delivered the OMU service at HMP Thameside since it's opening in 2012, It is the only OMU service in the country delivered by a third sector organisation.

Following a prison inspection, Charlie Taylor (HM Chief Inspector of Prisons) described this service to be "the best provision (he) had seen during the last year".

As a Prison Offender Manager (POM) you will have the opportunity to work within a fast-paced inner London prison, supporting a diverse mix of service users with a range of criminogenic needs. As a POM you will act as a bridge to community probation services assessing risk, devising sentence plans, facilitating resettlement and reintegration to sentenced prisoners.

You will receive full Prison Offender Management training; in addition an extensive range of training opportunities are available to support your development and career progression.



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WHAT YOU WILL DO

Key duties

As a Prison Offender Manager (POM) at HMP Thameside, you will manage a caseload of prisoners with varying levels of risk and complex needs. You will work closely with the Probation Service to develop sentence plans and support prisoners' rehabilitation and reintegration into the community

Operational responsibilities

- Assess risks and needs within required timeframes and develop sentence plans to reduce reoffending.
- Deliver individual and group interventions that build resilience, confidence and positive social connections.
- Make referrals and signpost prisoners to rehabilitation, mental health and community support services.
- Maintain accurate records in line with HMPPS, Prison and Catch22 policies, with proper attention to data security.

People responsibilities

- Work with internal teams, external agencies and community probation to deliver end-to-end offender management.
- Encourage prisoners to engage with professionals and support groups to aid their rehabilitation.

Individual responsibilities

- Promote equality and diversity, taking account of each service user's needs and maintaining professional boundaries.
- Attend supervision and appraisal with your line manager and undertake further training and personal development.

WE WILL NEED YOU TO HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE NEED YOU TO HAVE THIS
Good standard of education, including English and Maths, or equivalent experience	Strong literacy and numeracy skills are required to produce case notes, reports, and documentation to the required standard.
Digital literacy and record-keeping skills, including Microsoft Office applications	You will need to maintain accurate case records, use organisational systems, and handle sensitive information in line with data protection and contractual requirements.
Effective organisation and caseload management skills	You will be responsible for managing multiple service users, maintaining accurate records, meeting deadlines, and ensuring support plans are delivered effectively.
Ability to assess needs, manage risk, and make informed decisions	You will need to identify wellbeing needs, recognise safeguarding concerns, manage risk appropriately, and tailor support to individual circumstances.
Ability to engage and motivate service users, with clear verbal and written communication	This helps you build trust and encourage service users to take part in support.

EXPERIENCE & KNOWLEDGE	WHY WE NEED YOU TO HAVE THIS
Experience of working with vulnerable, disadvantaged, or socially excluded individuals	This enables you to understand the barriers people face and provide effective, person-centred support.
Understanding of safeguarding, risk assessment, and professional boundaries	This ensures the safety of service users, colleagues, and the wider community while maintaining professional and ethical standards.
Experience of working collaboratively with partner agencies and external organisations	Success in the role depends on building effective relationships with probation services, community organisations, specialist providers, and other stakeholders.

WE WOULD LOVE IT IF YOU COULD HAVE THIS:

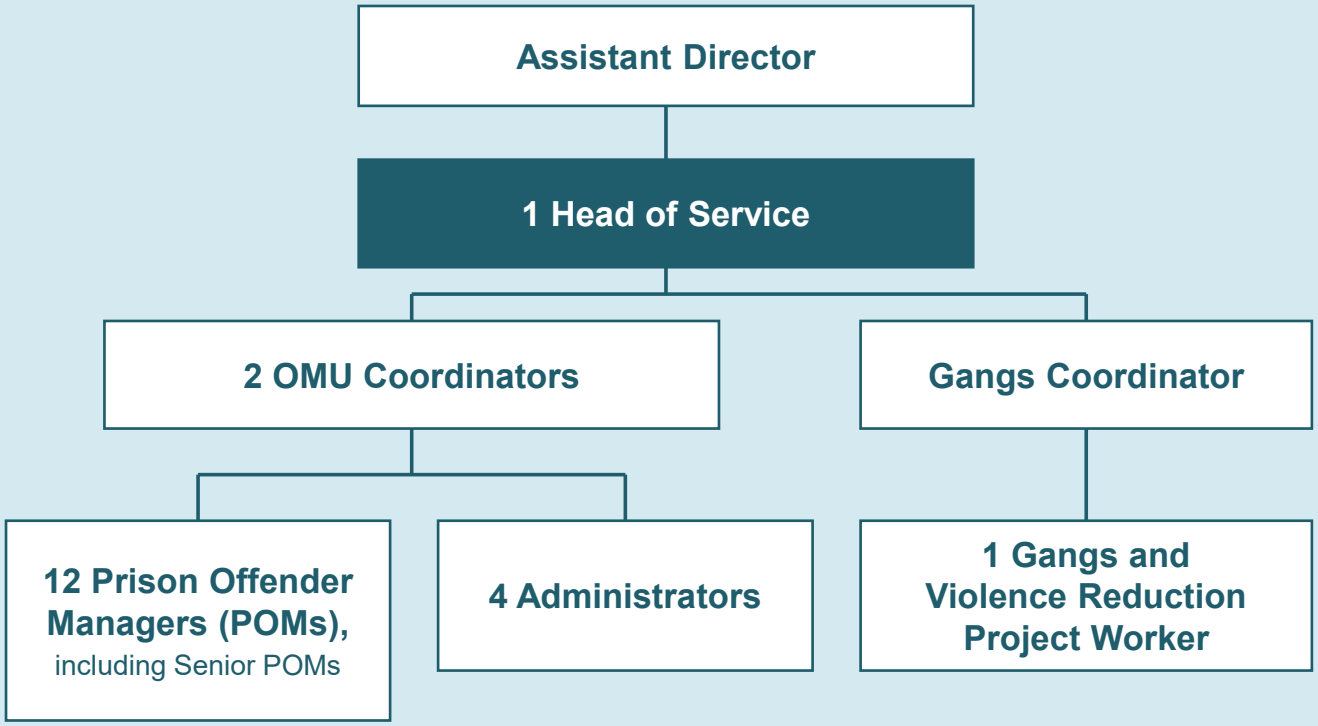
SKILLS	WHY WE WOULD LOVE YOU TO HAVE THIS
Relevant qualification	A relevant qualification would help you apply specialist knowledge to the needs of service users and make informed decisions about their support.
NOMIS / OASys training	Familiarity with NOMIS and OASys would help you use case information confidently and contribute to accurate records and assessments.
Ability to manage a caseload and work under pressure using own initiative and a solution focussed approach	To ensure you are on top of all cases, that they are all getting the correct support in a timely manner and that all of your tasks are completed on time for quality of work purposes.
EXPERIENCE & KNOWLEDGE	**WHY WE WOULD LOVE YOU TO HAVE THIS**
Rehabilitation knowledge	This knowledge would help you use relevant legislation and research to guide support for rehabilitation.
Experience delivering interventions	Your experience would help you deliver interventions confidently and adapt support to individual needs.
Experience writing assessments or reports	Your experience would help you produce clear, accurate assessments and reports that inform support plans and decisions.

If you think you could do the role, but don't have everything on this list, we would still love to see an application from you - particularly if you have lived experience.
We ask everyone to provide a supporting statement detailing their experience, and will shortlist the most qualified people for the role from this.

WHERE THE ROLE FITS WITHIN CATCH22

Our structure

HMP Thameside Offender Management Unit is part of Operations - Justice.

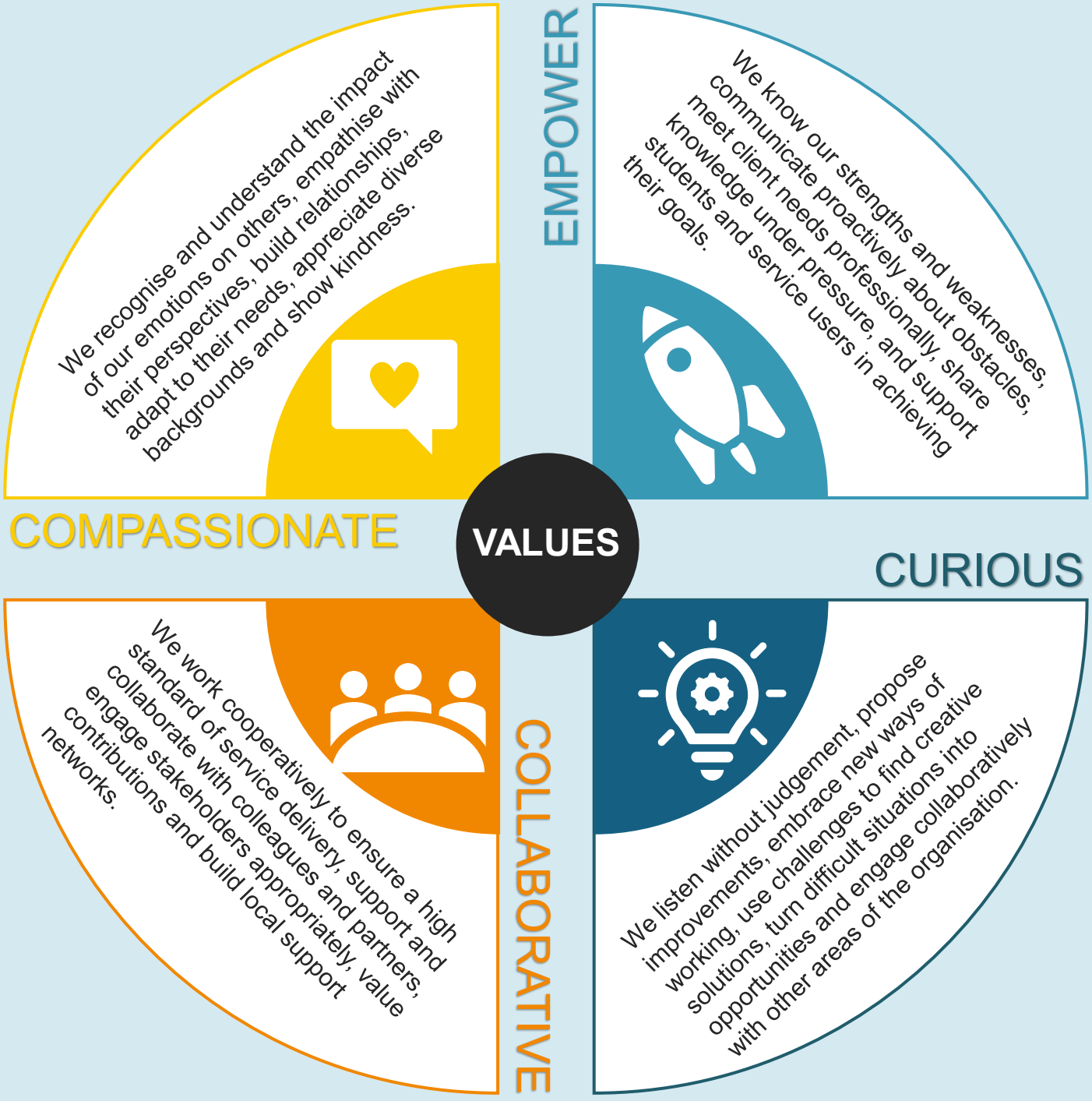


This role sits here

REPORTS TO	Offender Management Unit Coordinator
LINE MANAGEMENT RESPONSIBILITY	None
BUDGET RESPONSIBILITY	None

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.

Whilst Catch22 is a Ban the Box employer as part of conditions working for this particular contract successful candidates may be asked to gain HMPPS vetting (if ever required to satisfy business need), there are certain previous convictions that may prevent you from being successfully cleared. Catch22 has no influence on this decision nor autonomy to override the outcome.

