

Thank you for your interest in the role of Prison Lead 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.



Victim Care Specialist—Fraud & Finance

Salary £27,911.00 + per annum

Location Various Hubs across our Delivery areas (listed in advert).

Hours 37.5 hours per week

Contract Permanent

Interview Ongoing

Reports to Team Leader

Screening Enhanced DBS, HMPPS Enhanced—Level 1

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

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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

This post presents an exciting opportunity to become frontline practitioner within our Personal Wellbeing services in the London region. Commissioned by HMPPS these services are focused on supporting adult male ex-offenders across the following four pathways:

Family and Significant Others

Lifestyle and Associates

Emotional Wellbeing Services

Social Inclusion

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

Wellbeing Practitioners manage a caseload of Service Users, completing ongoing assessments and management of each Service User's needs, capacity, opportunity, and motivation to rehabilitate. They deliver 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 with the possibility of in reach work into prisons. The role will require travel across various delivery sites across London and may require some travel around London to access training and develop links with partnership agencies.

About Your Role

As a Wellbeing Practitioner your main accountabilities will include:

- Undertake structured assessments to understand specific personal wellbeing needs across any of the four pathways of the Service User using tailored action plans in line with their specific needs, complexity level, risk factors & protected characteristics.
- Support service user to attend/engage with appointments to support their wellbeing.

Career Family & Grade	Operations, Practitioner
Scale	London
Job Reference	REF3563Z
Closing date	Running advert

- Support and empower service users to develop strategies to manage emotions and mood including those linked to offending (E,g, Shame, guilt, embarrassment, despair)
- Support service users to develop coping skills and demonstrate perspective taking by avoiding risky situations, resilience and confidence by developing positive social integration, reduce social isolation.
- Encourage service users to build and maintain appropriate social interactions, recognising how certain activities put them at risk of reoffending/ negatively impact on their ability to make good decisions.
- Design/deliver sessions via One to one & Groupwork to build skills related to outcomes across all four pathways.
- Support Service Users to overcome stigma by knowing how and from whom to access appropriate support, working with multi-agency partners and engaging with community-based activities/courses in agreement with the RO.
- Support service users to recognise how belonging to pro-social support groups can benefit them; to reduce the amount of time they spend engaging in anti-social behaviours (drugs, alcohol, gambling) and refer on to specialist providers.
- Encourage service users to engage with other professional and service providers such as community mental health teams and support groups.
- Help service users in managing their relationships from improving parenting skills, manage their positive and negative relationships and identify future warning signs.



- Support service users in managing situations which make them vulnerable (county lines/exposure to extremism/knife crime), advise on how to remove themselves from such interactions safely/liase with the RO/Police if an increased risk is indicated.
- Actively promote equalities and diversity taking account of each Service User different needs.
- Maintain records in accordance with Probation, Prison and Organisational policies and procedures, using relevant information and technology appropriately with proper attention to data security.
- Engage in supervision and appraisal meetings with the line manager and take opportunities to undertake further personal development activities.
- Maintain personal responsibility to ensure absenteeism and lateness is monitored effectively ensuring compliance does not fall below the agreed levels for the organisation following the direction of Catch22 policy to seek support and guidance where unique circumstances may occur.
- Ensure that you maintain high standards of professional performance at all times through adherence to the Catch22 policies and procedural frameworks

What does good look like for this role?

As a Wellbeing Practitioner with responsibility for supporting Service Users 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 Service User's 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 service users in their ability to change through both one to one & group-work interventions.

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

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 service user to manage strong feelings/ensure their own/others safety.

Organisational Relationships

Reports to Team Leader

The post holder will also be required to effectively communicate with Service Users, Probation staff, Prison staff, other Commissioned Rehabilitation Service (CRS) 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 Office - Word and Excel</p>	<p>Any qualification relevant to working with those in Criminal Justice System, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family.</p> <p>Training on NOMIS/ OASys/</p>	Application
KNOWLEDGE/ EXPERIENCE	<p>Experience of working with offenders and/or disadvantaged people.</p> <p>Knowledge of: local partners/ statutory agencies/associated services;</p> <p>Knowledge of how childhood experiences impact on adult life; of family dynamics in diverse ethnic/cultural/ social backgrounds</p> <p>Knowledge of serious group offending related activity/organised crime groups and associated grooming/ exploitation risks.</p> <p>An understanding of the importance of risk assessment and management.</p> <p>An understanding of safeguarding adults and children</p> <p>Understanding of positive support structures.</p>	<p>An understanding of legislation, research and Probation performance requirements relevant to the Rehabilitation of Offenders</p> <p>Experience delivering interventions related to one or more of the four pathways</p> <p>Experience delivering Group-work</p> <p>Life experience such as overcoming difficulties.</p> <p>Knowledge of MCA/NOMS DAG/HMPPS DAPF</p>	Interview/ Application



SKILLS & ABILITIES

Ability to motivate service user 's in their ability to change

Skills in risk assessment and management and evidenced based decision making.

Interview/ Application

Ability to proactively manage a caseload of service users in line with the information contained within referrals

Demonstrable engagement skills including interviewing and motivating skills

Experience of writing assessments or reports.

Ability to use digital systems and share information appropriately

Ability to understand/follow policies, procedures appropriate to the probation sector

Demonstrates a positive approach and commitment to both team and partnership working.

Good organisational and prioritising skills.

Ability to work under pressure using own initiative and a solution focused approach.

Good verbal and written communication skills,

Ability to work in line with data protection requirements.

Willing and able to travel and work flexibly across various community &

OTHER

Awareness of and commitment to Equality & Diversity.

Interview

Willing to undertake training, as required.

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.

