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| Peer Support Project Lead – Victims **Job Description and Personal Specification** | |
| **Role:** | Peer Support Project Lead |
| **Place of work:** | Victim Service |
| **Hours of work:** | 22.50 hours per week (0.6 FTE) |
| **Salary/Grade** | Operational – Practioner |
| **Reports to:** | Beacon Team Leader |
| **Level of screening:** | Enhanced DBS  Potentially Police Vetting if based on Police premises. |
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| **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'.](https://www.catch-22.org.uk/about/our-vision/)

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, victim services, gangs work and youth justice. We believe that with effective support mechanisms and the correct interventions, we can change service user’s ideology, helping them desist from crime and reach their true potential.

Within the Justice hub at Catch22 we are extremely proud of our strong focus and track record in developing our people. As of September 2022, **73%** of our management group have progressed from frontline roles within Catch22, which allows us to offer progression opportunities for staff under the leadership of managers with frontline experience.

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| **Where you fit in** |
| This post presents an exciting opportunity to lead on delivering a Peer Support and Information programme for victims waiting to attend court across [Catch22’s Victim Services](https://www.catch-22.org.uk/what-we-do/criminal-justice/victim-services/), which include:   * Hertfordshire Beacon * Greater Manchester Victims’ Service * Leicestershire Victim First * London Children & Young People Victims   This role has been made available as part of a funding grant to provide innovative and inspiring new ways of working. We would like to improve victims’ experiences while waiting for court experiences by helping them to become informed participants during online sessions that would involve informational talks from experts in the criminal justice field and a peer mentoring support format. We would also be looking to host mock court visits across the counties we work in for these victims.  The role presents an exciting opportunity to be involved in a wide variety of tasks including liaising with potential speakers and stakeholders, leading the peer mentoring sessions, hosting the informational speakers, monitoring and evaluating feedback and engagement, as well as many others.  This role will involve working in close partnership with delivery partners, police, Voluntary Sector and other Criminal Justice organisations  The role will be homebased but will, at times, require travel across various delivery sites across all services. | |
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| **Main Duties & Accountabilities** |

**As a Peer Support Project Lead your main accountabilities will include:**

**Session Planning & Coordination:**

* Organize and schedule peer support sessions for victims awaiting court dates.
* Develop session agendas that meet the emotional and informational needs of participants.
* Ensure that sessions are appropriately timed and accessible to all participants.
* Coordinate with relevant stakeholders to ensure the sessions align with the victims' legal processes.

**Peer Support Facilitation:**

* Lead group peer support sessions, providing a safe and supportive environment.
* Offer guidance, encouragement, and empathetic listening, while maintaining professional boundaries.
* Share resources, coping strategies, and practical advice tailored to victims' needs.
* Address concerns related to the court process, emotional well-being, and self-care.
* Ensure victims are offered referrals back into victim services for one on one support if needed.
* Respond to crisis situations during peer support sessions, providing immediate assistance and ensuring the safety and well-being of participants.

**Confidentiality & Ethical Standards:**

* Ensure confidentiality of all participants and handle sensitive information with the utmost care.
* Adhere to organizational policies and ethical standards regarding peer support and victim care.
* Encourage trust-building among participants while safeguarding their rights and dignity.
* Actively promote equalities and diversity taking account of each Service User different needs.

**Resource Development & Information Sharing:**

* Create or provide informational materials regarding the legal process, court procedures, and available resources for victims.
* Collaborate with legal and mental health professionals to share relevant updates or information with victims.

**Monitoring & Evaluation:**

* Track attendance, participation, and feedback from peer support sessions to assess effectiveness.
* Monitor the well-being of participants and refer to additional support services as needed.
* Collect feedback and provide input to improve future peer support programming.

**Collaboration with Team & Stakeholders:**

* Work closely with other colleagues across the organisation, volunteers, and partners to enhance the impact of the peer support program.
* Participate in team meetings and contribute to program development and improvement.
* Build relationships with other organizations and professionals that support victims

**Training & Development:**

* Stay informed about the latest best practices in peer support and victim advocacy.
* Attend training sessions, workshops, and conferences to enhance skills and knowledge in trauma-informed care and peer support.
* Provide guidance and mentorship to new peer support workers or volunteers.

**Record Keeping & Reporting:**

* Maintain accurate and up-to-date records of peer support sessions, participant progress, and case notes.
* Prepare regular reports on the progress of the program, including challenges faced and successes achieved.
* Maintain records in accordance with 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.

**General:**

* 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.

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| **What does good look like for this role?** |

As a Peer Support Project Lead the ideal candidate will possess the following:

* A confident and professional approach to supporting individuals from diverse backgrounds who may present with multiple difficulties.
* Resilient, flexible & adaptable outlook.
* Willingness to work on a multi-site, multi-location basis
* A passion for supporting others and the peer support methodology.
* Ability to facilitate group sessions with a calm and supportive manner.
* Able to work in challenging environments whilst maintaining a motivational approach.

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| **Organisational Relationships** |

Reports to Team Leader.

The post holder will also be required to effectively communicate with internal stakeholders such as the Victim Service Head of Service and management teams.

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| **Additional Information** |

*Whilst Catch22 is a Ban the Box employer & actively promotes applicants with lived experience to apply, as part of conditions working within this role successful candidates will asked to gain NPPV (non-police personnel vetting) L2 from multiple police services. 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.*

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| **Peer Support Project Lead: Person Specification** | | | |
| **COMPETENCY** | **ESSENTIAL** | **DESIRABLE** | **ASSESSMENT** |
| **QUALIFICATIONS** | Good basic education, including Maths and English GCSE or equivalent.  Evidence of continual professional development.  Experience working with Microsoft Office - Word and Excel | Any qualification relevant to working with those in Criminal Justice System, for example criminology/ criminal justice/ social care/ mental health/ IAG/ Family.  Any peer support training | Application |
| **KNOWLEDGE/ EXPERIENCE** | Experience of working with victims of crime and/or disadvantaged people.  Experience of delivering peer support programmes  Understanding of the Criminal Justice System.  Knowledge of: local partners/statutory agencies/associated services;  An understanding of the importance of risk assessment and management.  An understanding of safeguarding adults and children  Understanding of positive support structures. | An understanding of legislation relating to victims of crime.  Experience delivering interventions related to one or more of the four pathways  Knowledge of impact of crime on victims.  Experience of organising and leading on peer support programmes. | Interview/ Application |
| **SKILLS & ABILITIES** | Ability to motivate service users in their ability to change  Good group facilitation skills  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 focussed approach.  Good verbal and written communication skills, | Skills in risk assessment and management and evidenced based decision making.  Demonstrable engagement skills including interviewing and motivating skills  Experience of writing assessments or reports. | Interview/ Application |
| **OTHER** | Awareness of and commitment to Equality & Diversity.  Willing to undertake training, as required.  Ability to be flexible across all service operating hours including some evening and weekend work. |  | Interview |