

Thank you for your interest in the role of Custody Case Manager 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.

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.





Project Worker—Violence Reduction (custody)

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Salary £31,582 per annum
Location London—HMP Thameside (see advertisement for more information)
Hours 38 hours per week
Contract Permanent
Interview Ongoing for this opportunity
Reports to OMU Coordinator
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.



About You

This is a great opportunity to join our team at HMP Thameside. Catch 22 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 recent 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 re-settlement 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.

As a Custody Case Manager (Prison Offender Manager), your main duties and accountabilities will include:

- ◆ Manage a caseload of prisoners with a range of risk levels and complex needs
- ◆ Work in collaboration with the Probation Service to deliver end to end offender management.
- ◆ Assess the risk and needs of prisoners, within the relevant timeframes to develop sentence plans, designed to reduce reoffending and support with integration into the community
- ◆ Develop effective relationships with internal and external agencies, making appropriate onward referrals, signposting service users to support services to support their rehabilitation.
- ◆ Work in partnership with the Catch 22 gangs service to identify potential referrals to London Gang Exit or individuals at risk of gang violence within custody.
- ◆ Provide a range of 1-1 and group interventions aimed at reducing reoffending and empowering service users to develop perspective taking by avoiding risky situations, resilience, and confidence by developing positive social integration, reduce social isolation.
- ◆ Encourage service users to engage with other professional and service providers such as community mental health teams and support groups.
- ◆ Actively promote equalities and diversity taking account of each Service User different needs.

Career Family & Grade	Operations—Practitioner
Scale	London
Job Reference Number	REF2259T
Closing date	When filled

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- ◆ 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.



'Good' in this role will include:

Knowledge and skills:

- ◆ Understanding or awareness of the factors that contribute to offending behaviour
- ◆ Knowledge of rehabilitation
- ◆ Understanding of professional boundaries when working with vulnerable people.

Essential criteria:

- ◆ Ability to proactively manage a caseload and work collaboratively with other agencies
- ◆ Ability to work well in high pressured environments and be resilient to change
- ◆ Attention to detail particularly relating to recording of work and meeting of deadlines
- ◆ Willingness to undertake additional training and development



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> <p>PQUIP</p>	A, I
KNOWLEDGE/ EXPERIENCE	<p>Experience of working with offenders and/or disadvantaged people.</p> <p>Understanding of the Criminal Justice System.</p> <p>Knowledge of local partners/statutory agencies/associated services;</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 relevant to the Rehabilitation of Offenders</p> <p>Experience delivering interventions related to one or more of the four pathways</p> <p>Knowledge of serious group offending related activity/ organised crime groups and associated grooming/ exploitation risks.</p>	A/I



KILLS & ABILITIES

Ability to motivate service users in their ability to change

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.

OTHER

Awareness of and commitment to Equality & Diversity.

A/I

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.

