JOB DESCRIPTION

JOB TITLE	**Wellbeing Practitioner**
SERVICE	Personal Wellbeing London
HUB	Justice
LOCATION	South Cluster- Croydon hub
SALARY BAND	Practitioner
CRIMINAL RECORDS CHECK (DBS LEVEL):	Enhanced DBS/ Prison Vetting

WHAT WE ARE LOOKING FOR

This post presents an exciting opportunity to become frontline practitioner within our Personal Wellbeing services in the South 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, Croydon, Merton, Sutton and Richmond and may require some travel around London to access training and develop links with partnership agencies.

JOB DESCRIPTION

catch 22

(Continued)

WHAT YOU WILL DO

Key duties

As a Wellbeing Practitioner, you will work with individuals within the criminal justice system to improve their wellbeing, resilience, and ability to make positive life changes. Through tailored interventions, you will support service users to address barriers to wellbeing, develop effective coping strategies, build positive relationships, and engage with services and opportunities that reduce the risk of reoffending.

Working collaboratively with probation services, community organisations, and other professionals, you will play a key role in helping service users achieve sustainable outcomes by promoting confidence, social integration, personal responsibility, and emotional wellbeing.

Operational responsibilities

- Undertake structured assessments to identify service users' wellbeing needs, risks, strengths, and barriers to engagement, developing tailored action plans that reflect individual circumstances and protected characteristics.
- Deliver one-to-one and group-based interventions that support wellbeing, emotional resilience, social integration, and personal development across all programme pathways.
- Support service users to access and engage with appointments, activities, treatment programmes, support services, and community-based opportunities that contribute to positive outcomes.
- Help service users develop coping strategies, emotional regulation skills, resilience, confidence, and perspective-taking skills to support positive decision-making and reduce risk-taking behaviours.
- Support service users to identify and address issues that may negatively impact their wellbeing or increase vulnerability, including social isolation, substance misuse, gambling, exploitation, county lines involvement, extremism, and knife crime.
- Encourage service users to build and maintain positive relationships, strengthen parenting and family relationships where appropriate, and recognise warning signs associated with unhealthy or harmful relationships.
- Work in partnership with probation practitioners, community mental health teams, specialist providers, and other agencies to ensure coordinated and effective support.
- Maintain accurate, timely, and compliant case records, reports, and documentation using organisational and partnership systems in accordance with contractual, regulatory, and organisational requirements.
- Escalate safeguarding concerns and risk issues appropriately, working with probation services, police, and partner agencies where required.
- Comply with relevant organisational policies, procedures, and quality standards, ensuring effective information management and data security at all times.

JOB DESCRIPTION

catch 22

(Continued)

WHAT YOU WILL DO

People responsibilities

- Build positive, professional, and constructive relationships with service users that encourage engagement, motivation, and sustained progress.
- Work collaboratively with colleagues, probation staff, partner organisations, and community stakeholders to deliver coordinated support and achieve shared outcomes.
- Promote a culture of inclusion, respect, and accountability through positive communication and partnership working.
- Encourage service users to develop and maintain pro-social support networks and engage in activities that promote wellbeing, community involvement, and personal growth.
- Share knowledge, experience, and good practice to contribute to service development and continuous improvement.

Individual responsibilities

- Demonstrate and uphold Catch22's values, behaviours, and commitment to delivering high-quality services.
- Actively promote equality, diversity, and inclusion, ensuring services are accessible, responsive, and respectful of individual needs and protected characteristics.
- Maintain high standards of professional conduct and performance through adherence to organisational policies, procedures, and codes of practice.
- Ensure confidentiality is maintained at all times and comply with data protection, information governance, safeguarding, and health and safety requirements.
- Take personal responsibility for attendance, punctuality, and effective management of workload, seeking support where appropriate.
- Participate fully in supervision, appraisal, training, and continuous professional development activities to maintain and enhance professional knowledge and skills.
- Contribute positively to the wider team and organisational culture through professional behaviour, collaboration, and a commitment to continuous improvement.

WE WILL NEED YOU TO HAVE THIS

SKILLS & QUALIFICATIONS	WHY WE NEED YOU TO HAVE THIS
Strong communication and relationship-building skills	You will work with individuals from diverse backgrounds, often during challenging periods in their lives. Building trust and communicating effectively is essential to engaging people and supporting positive outcomes.
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.
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.
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.
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.

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.
Experience of delivering one-to-one support, coaching, mentoring, advice, guidance, or wellbeing interventions	The role requires you to engage individuals, motivate change, and support progress towards agreed goals.
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.
Knowledge of the factors that can contribute to offending behaviour, social exclusion, or poor wellbeing	Understanding issues such as trauma, adverse childhood experiences, exploitation, substance misuse, and social isolation will help you provide effective support.
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
Group facilitation skills	This would help you confidently deliver group interventions and create engaging learning environments for service users.
Motivational interviewing or coaching techniques	This would support effective engagement and help individuals identify and sustain positive change.
Knowledge of criminal justice case management systems (e.g. Delius, OASys, NOMIS)	This would enable you to become operational more quickly and navigate criminal justice processes with confidence.
Report-writing and assessment skills	This would support the production of high-quality assessments and professional reports for internal and external stakeholders.
EXPERIENCE	WHY WE WOULD LOVE YOU TO HAVE THIS
Experience working within criminal justice, probation, prison, or rehabilitation services	This would provide an understanding of the challenges faced by people involved in the criminal justice system and the support available to them.
Experience delivering groupwork programmes	This would strengthen the service's ability to provide a range of interventions and maximise service user engagement.
Experience supporting people with mental health, substance misuse, family, or social wellbeing needs	This would bring additional insight into some of the common challenges faced by the people we support.
Relevant qualification in criminology, criminal justice, psychology, social care, mental health, counselling, youth work, or a related field	This would provide additional knowledge and understanding to support effective practice within the role.

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

You will be part of up to 7 staff in one of our eight London Hubs with 1 Team Leader in each for Personal Wellbeing.

There are 2 Senior Operations Managers for Personal Wellbeing London. One covers South and East London which covers Romford, Canning Town, Lewisham and Croydon Hubs. The other covers North, West and Central which is Ealing, Tottenham, Brixton and Kings Cross Hubs. They over see the Team Leaders for Personal Wellbeing.

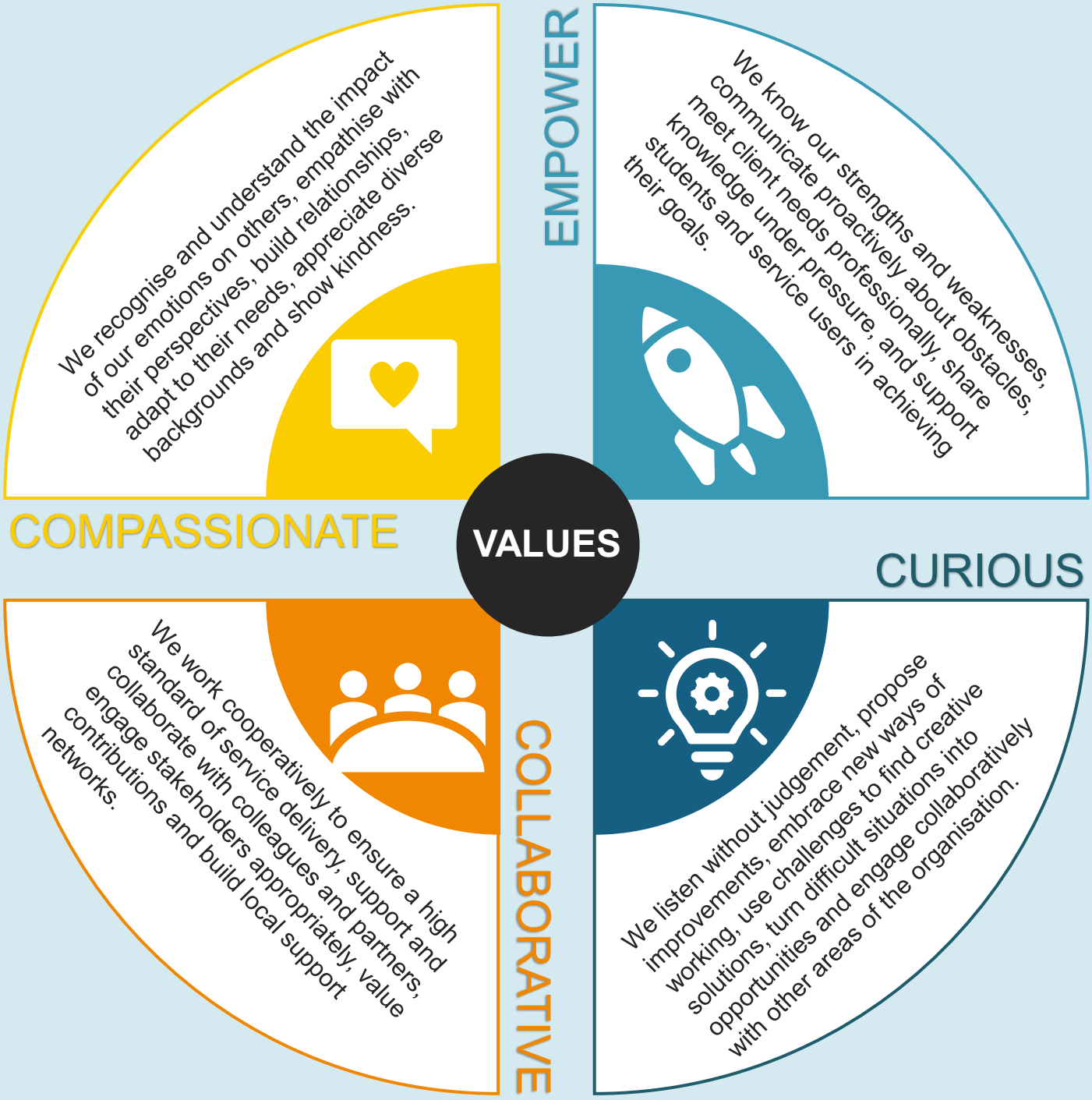
We also have a team of Admin and Data Analysist that support in daily admin tasks through to the analysis of weekly and monthly data to report to Catch22 and HMPPS

We work closely with our other CRS services in London such as Finance, Benefit and Debt and the 18-25 year olds Dependency and Recovery service.

REPORTS TO	**TEAM LEADER**
LINE MANAGEMENT RESPONSIBILITY	**N/A**
BUDGET RESPONSIBILITY	**N/A**

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.