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| **Resilience & Response Caseworker (Victims)**  **Job Description and Personal Specification** | |
| **Role:** | Resilience & Response Caseworker (Victims) |
| **Place of work:** | Home based with travel across national service locations |
| **Hours of work:** | 37.5 hours per week |
| **Contract:** | Permanent |
| **Salary/Grade** | Operational - Practitioner |
| **Reports to:** | Team Leader |
| **Level of screening:** | Enhanced DBS/NPPV L2 |
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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 become a Resilience & Response Caseworker to work 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 aims to provide additional support and resilience to these services by being deployed to services to support with operational delivery of frontline support services including responding to community incidents and major incidents.  The role presents an exciting opportunity to be involved in a wide variety of tasks across our Victim Services. All services are focused around providing person centred support to help victims cope and recover from the impact of crime.  The successful candidates will gain exposure to wide range of stakeholders and delivery models. Furthermore, will benefit from extensive training and development opportunities making it the perfect opportunity for an individual keen to develop within the sector.  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 Resilience & Response Caseworker your main accountabilities will include:**

* Deliver one to one support and interventions with service users.
* Hold and manage a caseload of victims across multiple geographies where required.
* Undertake structured needs and risk assessments to understand service user needs.
* Make appropriate onward referrals, signposting service users to support services to support their cope and recovery journey.
* Support and empower service users to feel safe at home and in their community, and work with the service user to put in interventions that improve their health and wellbeing.
* Support service users to take action that improves their outlook on life, and education and employment needs that may have been impacted by the crime.
* Encourage service users to build and maintain appropriate social interactions.
* Provide advocacy to service users where appropriate and support them through the criminal justice process should they choose to undertake this.
* Encourage service users to engage with other professional and service providers such as community mental health teams and support groups.
* Support service management in responding to community incidents where there might be an influx in victim referrals and/or increased community engagement.
* In the event of a major incident at any of our geographic areas, provide support to victims and support with community engagement.
* Actively promote equalities and diversity taking account of each Service User different needs.
* 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.
* 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 Resilience & Response Caseworker 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.
* Resilient, flexible & adaptable outlook.
* Willingness to work on a multi-site, multi-location basis
* A passion for supporting others.
* Ability to motivate service users in their ability to change through both one to one & groupwork interventions.
* 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, Service Users, police, workers for other statutory and voluntary agencies both who offer services relevant to the rehabilitation of those involved within CJS.

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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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| **Criminal Justice Project Worker: 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. | Application |
| **KNOWLEDGE/ EXPERIENCE** | Experience of working with victims of crime and/or disadvantaged people.  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. | Interview/ Application |
| **SKILLS & 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. | 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 |