

Children and Young People Caseworker (Victim Services) Job Description and Personal Specification

Job title:	Children and Young People Caseworker
Place of work:	London CYP Victim Service
Hours of work:	37.5 hours per week
Band:	£27,997
Reports to:	Team Leader
Level of screening:	Enhanced DBS

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'.

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.

Catch22 Victim Services provide tailored support to individuals to empower them to cope and recover from the impact of crime.

Where you fit in

As a Children and Young People Caseworker, you will deliver a specialist enhanced service to young victims of crime. You will build and sustain high-quality relationships with young victims through an offer of support that wins confidence and trust.

You will work collaboratively with a wide range of agencies to ensure that there is a robust referral pathway in place. You will be a passionate and experienced Caseworker who shows an understanding and commitment to the needs of victims and witnesses and how the Victim Service can effectively address the needs

Main Duties & Accountabilities

- Cascade learning and share best practice with other Caseworkers, working alongside them to help children and young people understand; what they can expect from the criminal justice system, their rights and entitlements under the victim's code, how to provide a victim's personal statement, how to report a crime and how to recognise if they are being targeted or victimised
- Deliver sessions and activities for young people and deliver preventative work
- Co-design engaging activities with young service users throughout developing groups, ensuring we adapt our delivery to present need and emerging crime.
- To use groups to design and refresh marketing materials to be more CYP specific and engage more CYP

- To run awareness raising sessions in schools, youth centres, community venues, children's homes, supported accommodation and universities to increase uptake / awareness of criminal justice systems, encourage self-referrals, and raise awareness about crime, being a victim and how the London CYP Service can support them. This will include educating CYP on the growing concerns around certain crime types such as knife crime, CSE etc.
- Develop and deliver innovative interventions to address the needs of children and young people who have been victims of crime
- Work closely with children and young people to involve them in service design, delivery and evaluation including coordination of local youth forums and co-creation groups
- Hold and manage a caseload of CYP, which include medium and high-risk cases
- To provide information and explain the process and principles of restorative justice to victims of crime and offenders in the community and in custody
- To access and guide young victims through administrative information and advice packages including the use of a web-based information tool to inform victims at each stage
- To have a broad and competent understanding of criminal justice processes including the ability to advise and guide young victims in such matters including victim witness statements, court proceedings and wider criminal justice system procedures
- To ensure that victims and professionals are provided with a robust introduction to the service including referral pathways, support services and the London CYP service offering
- To provide a conduit to share and receive information directly from victims and the wide range of services and agencies involved in each case ensuring a coordinated approach is taken to sequentially manage each victim's case
- To monitor identified risks in each victim's case working closely to manage, reduce and mitigate through the support of the Police and wider support agencies
- To make defensible disclosure decisions based upon static and dynamic factors to escalate risk concerns through agreed policies and procedures where identified as appropriate
- To ensure all adult and young people safeguarding risks are managed in accordance with policy and escalated through referrals and defensible disclosure to the relevant authority
- To advise victims of the processes that underpin the criminal justice process with the aim of ensuring they are fully informed about the environment they will be entering, timescales and the key support organisations from whom they can expect to be contacted

- To provide face to face contact with victims to provide practical support, advice to enable the victim to cope and recover from their experience
- To plan, facilitate, record and review the progress and suitability of referrals to key support services and agencies as part of a tailored plan of support sequentially meeting the victims needs and addressing key risks
- To monitor and review, on a regular basis, individual Victims' progress and response to the work undertaken with them
- To ensure all relevant case information is appropriately recorded on agreed systems in line with the contract requirements
- To ensure that support plans and reviews take place within agreed timescales or sooner if significant changes occur
- To maintain an interest and good working knowledge of victim, witness, criminal justice and court services
- To vary intensity and frequency of contact to best meet victim's needs with meetings to take place out of offices, in people's homes and the community by agreement
- To attend and contribute to team and review meetings

What does good look like for this role?

As a Children and Young People Caseworker, you will deliver a specialist enhanced service to young victims of crime. You will build and sustain high-quality relationships with young victims through an offer of support that wins confidence and trust. You will work collaboratively with a wide range of agencies to ensure that there is a robust referral pathway in place.

Good will look like the following:

- A confident, professional, and creative individual with a 'can-do' approach
- Responsive to pressure and change – flexible and adaptable to sustain performance.
- Ability to build and manage relationships, share knowledge and skills to deliver shared goals
- Working collaboratively across the whole of Catch22 to ensure we make best use of our wealth of skills and experience.
- Excellent communication skills with the ability to influence key stakeholders and retain confidentiality at all times.

Organisational Relationships

- Reports to Team Leader
- Liaises closely with key stakeholders such as Directors, Assistant Directors, Service Managers, Employees, Volunteers, Commissioners, and Representatives of other local stakeholder groups.

Job Title: Person Specification			
COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	<ol style="list-style-type: none"> 1. Educated to good standard, including as a minimum GCSE level English and maths 	<ol style="list-style-type: none"> 1. A qualification relevant to working with children and / or young people 	
KNOWLEDGE/ EXPERIENCE	<ol style="list-style-type: none"> 1. Experience of working with highly vulnerable people 2. Evidence of successfully co-ordinating and delivering projects for children and young people 3. Experience of working with children and young people and delivering youth engagement within a service driven organisation 4. Knowledge of safeguarding issues relating to children and young people 		Application / Interview
SKILLS & ABILITIES	<ol style="list-style-type: none"> 1. A passion for achieving positive outcomes for victims and a passion of working with children and young people 2. Ability to work on an inter-agency basis 3. An understanding of the current issues for children and young people 4. The ability to listen and communicate to an acceptable standard both verbally and in writing and 	<ol style="list-style-type: none"> 1. Ability to work effectively in a high work volume environment 2. Ability to work as part of a team and on own initiative 	Application / Interview

	<p>to disseminate information in an easily understood and appropriate format</p> <p>5. The ability to complete assessments and support planning alongside children and young people, their families and other professionals</p> <p>6. Be able to work with a variety of data management systems and information sources, maintain coordination of progress with individual cases within a high volume service</p> <p>7. The ability to contribute to on-going assessments of the support needs of children and young people and to provide appropriate advice and support for them, their families and other professionals</p> <p>8. The ability to develop creative solution focused interventions with vulnerable children and young people</p> <p>9. The ability to develop a range of resources and materials to support work with children and young people</p> <p>10. The ability to demonstrate professional empathy with those suffering discrimination and disadvantage</p> <p>11. The ability to maintain clear communications with a wide range of people</p>		
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OTHER	<ol style="list-style-type: none"> 1. An awareness and commitment to equality and diversity 2. Ensure compliance with legal, ethical, regulatory and social requirements 3. Awareness of health and safety issues 4. A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service 5. A commitment to working in a proactive and innovative manners 6. Willing to travel and work flexible and unsocial hours when required 	<ol style="list-style-type: none"> 1. Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle 	Application / Interview
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