

Thank you for your interest in the role of Victim Care Coordinator at Catch22. We're delighted you're considering applying and welcome your application.

Catch22 is a charity and a social business. We have more than 100 services across England and Wales, delivering alternative public services in a range of areas; justice, education, children, families, communities, employability and skills. Underpinning all our services is our firm belief that in order to thrive, everyone needs good people around them, a safe place to live, and a purpose in life.

We've been in existence for more than 230 years, and have never lost our focus of delivering high quality services to people facing challenges in their lives and using that experience to push for the reform of public services.

Catch22 has an ambition to help build a strong society along with resilience and aspiration in people and communities. Inside Catch22's Justice Hub, we recognise a number of issues that the people we support face day-to-day such as those within the prison system, young offending and knife crime, and the Early Release Scheme initiated by our newly elected Government. Catch22 is front facing with these issues and our practitioners help us tackle these issues day by day.

We deliver on these issues by working across the criminal justice system, supporting offenders in our Offender Management and Gang Units, working with those coming out of prison through our Commissioned Rehabilitative Services (CRS) such as our Personal Well-being services, Finance, Benefit, & Debt services, and Dependency & Recovery service. We also have a growing Victim Services prospectus and support victims of crime across the country via services such as our recent mobilisations for Greater Manchester Victim Service (GMVS) and Young Londoners' Victim Service. To read more about the impact that Catch22 has had with the services we deliver, please do read our latest Impact report [here](#).

In order to deliver on our mission, and fulfil our ambition to have a long-lasting impact on the lives of those that use our services at Catch22, we rely on the hard work, commitment, and dedication that those across our teams bring to our services and service users. We have a workforce of over 320 individuals across 20 services that deliver on our operations and help us achieve our mission. Each role is fundamental to what we aim to achieve and we rely on the compassion and collaboration of those on our front line, those that lead our teams, and those that manage our services.

Thank you for your interest in this fantastic opportunity, and I wish you the best of luck with your application.

Kind regards,

Matt Randle, Director of Justice at Catch22

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.





Victim Care Coordinator—GMVS

Salary £25,585.00 per annum
Location Manchester
Hours 37.5 hours per week
Contract Permanent
Interview TBC
Reports to Team Leader
Screening Enhanced DBS, NPPV—Level 2

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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

As a Victim Care Coordinator (VCC), you will be the named and allocated case worker providing support to victims and witnesses of crime in the Greater Manchester area. You will build and sustain high-quality relationships with victims through an offer of practical and emotional support that wins confidence and trust.

The VCC is the primary point of contact throughout the victim's journey, providing initial contact and assessment of the individual's needs, and tailoring support plans to meet these needs. This may include emotional or practical low-level support from you directly, or signposting and advocacy on behalf of external partners. You will inform, consult and empower victims to feel supported through the delivery of an agreed and tailored package of support that meets specific risks and needs. You will work collaboratively and across a wide range of agencies to ensure that there is a robust referral pathway in place. VCC's are more independent and reach out to agencies to see if the Service User is already in that service.

In addition to managing a diverse caseload of service users with varying needs, you'll also be the team's lead in one of the following specialist areas (subject to availability):

1. Domestic Abuse
2. Sexual Violence
3. FGM
4. Children and Young People
5. Gangs and Knife Crime
6. Modern Day Slavery
7. Hate Crimes
8. Equality, Diversity and Inclusion
9. Mental Health
10. Anti-social behaviour

As lead, you'll make sure our services and interventions relating to that specialism remain current. You'll build relationships and expertise in this specialism, and make sure that Catch22 is positioned as a leader in the sector.

Career Family & Grade	Operations, Practitioner
Scale	National
Job Reference Number	REF3498F
Closing date	When filled

About Your Role

- ◆ The post holder will provide vital support and advocacy, often during challenging times. While the role is immensely impactful, there may be occasions where the post holder is exposed to distressing content or conversations, including disclosures of abuse, self-harm, or suicide. Full training, supervision, and wellbeing support will be provided but emotional regulation and resilience is essential for this type of role.
- ◆ Provide effective interventions to support vulnerable service users, whether that be in person or more often, over the phone for a variety of cases including some that are high-risk.
- ◆ Reporting caseload to leadership and ensuring data is collected and recorded accurately. This will include regular contact with both Greater Manchester Combined Authority & Ministry of Justice.
- ◆ To provide a structured support and service to all victims and witnesses as appropriate.
- ◆ General administrative and data recording duties such as completing needs assessments, filling out demographics data, and contact logs for contact made to service users.
- ◆ This role is very victim focused and client-led. You will ensure that service users are getting the support that they need and refer them onto the relevant services. This will include seeking advice from external organisations and building structured care plans with victims.
- ◆ To build a broad and competent understanding of criminal justice processes including the ability to advise and guide victims in such matters including victim impact statements, court proceedings and wider criminal justice system procedures. You may seek advice from specialists within your team and link service users with other services such as Citizens Advice.
- ◆ To follow robust operational procedures to manage victim contact through phone line access, secure email access, secure text messaging, and postal correspondence.



- ◆ To ensure the interaction between systems and organisations are all correctly updated, including the transfer and recording of any material received by email and paper records.
- ◆ Use CMS system PoliceWorks to manage your caseload and share information with the wider team and GMP Police.
- ◆ Liaise closely with key stakeholders such as the Head of Service, Deputy Head of Service, Data Analyst, Partnerships Manager, and the wider Victims Services and Justice teams. Play a role in connecting the service with the wider organisation and contribute at key Catch22 led events.
- ◆ To ensure that victims, witnesses and professionals are provided with a robust introduction to the service, including; referral pathways, support services and the Victim Service's offering.
- ◆ To monitor identified risks in each victims case working closely to manage, reduce and mitigate through the support of the Police and wider support agencies.
- ◆ 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 identify and create critical points and alerts along the victim journey. This will include required check-ups and making sure they are supported as they receive updates from criminal justice partners.
- ◆ To understand and ensure compliance where specific exclusions apply for these services.
- ◆ To undertake any other duties within the purview of the post as and when required.
- ◆ Positively promote an environment within Catch22 which respects and values the diversity of both staff and service users.
- ◆ Facilitate and take in-bound calls on the GMVS help-line on a rota basis. This will include shifts on Saturday once a month.



COMPETENCY	ESSENTIAL	DESIRABLE	ASSESSMENT
QUALIFICATIONS	Level 2/GCSE level English and maths.	A professional qualification relevant to working with under-supported people.	
KNOWLEDGE/ EXPERIENCE	<ol style="list-style-type: none"> 1. Experience of working with or supporting vulnerable people, either through paid or voluntary employment, or even through personal experience. 2. Experience of working in partnership with stakeholders and other providers to deliver high quality services. 3. A good knowledge of safeguarding. 	Ability to work as part of a team and on own initiative.	Application / Interview
SKILLS & ABILITIES	<ol style="list-style-type: none"> 1. A passion for achieving positive outcomes for victims. 2. Able to keep the interests and needs of service users central to organisational thinking whilst balancing these with organisational imperatives and realities. 3. The ability to listen and communicate to an acceptable standard, verbally and in writing and to disseminate information in an easily understood and appropriate format. 4. Ability to demonstrate professional empathy with those suffering discrimination and disadvantage. 5. Good general IT and administration skills, highly organised. 6. Ability to work effectively in a high demand environment. 		Application / Interview
OTHER	<ol style="list-style-type: none"> 1. An awareness and commitment to equality and diversity 2. Awareness of health and safety issues 3. A commitment and willingness to make a positive contribution to the development and maintenance of a high quality service 4. A commitment to working in a proactive and innovative manners <p>Willing to travel and work flexible and unsocial hours when required, including Saturdays.</p>		Application/ interview

Screening Process, Lived Experience & Ex-offenders

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](http://Offploy.org), 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.

