

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 260 individuals 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

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**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

### 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 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 with a wide range of agencies to ensure that there is a robust referral pathway in place.

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

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. Fraud
10. Radicalisation

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.

## About Your Role

- ◆ Provide effective interventions to support those in need, whether be over the phone or in-person
- ◆ Reporting caseload to leadership and ensuring data is collected and recorded accurately.

<b>Career Family &amp; Grade</b>	Operations, Practitioner
<b>Scale</b>	National
<b>Job Reference Number</b>	REF3498F
<b>Closing date</b>	When filled

- ◆ Be a representative of Catch22 and engage with partnerships. This will involve attending engagement events, local community centres, and liaising with other organisations to ensure the service provides the best emotional support for victims.
- ◆ Role will allow you to lead and experience practice on a specific area such as gangs & knife crime, modern day slavery etc...
- ◆ To provide a service to all victims and witnesses as appropriate
- ◆ General administrative and data recording duties.
- ◆ To work as part of a Victim Service team to ensure the delivery of high quality restorative justice
- ◆ To provide information and explain the process and principles of restorative justice to identifiable victims of crime and offenders in the community and in custody
- ◆ To build a broad and competent understanding of criminal justice processes including the ability to advise and guide victims in such matters including victim witness statements, court proceedings and wider criminal justice system procedures
- ◆ To follow robust operational procedures to manage victim contact through phone line access, secure email access, secure text messaging, postal correspondence and webchat
- ◆ 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
- ◆ To ensure all victims and witness referrals are identified, actioned and facilitated as identified from the Officer in Charge, direct referrals, self-referrals or as identified through electronic case record systems where the victim consents



- ◆ 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.
- ◆ 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 ensure all information relating to criminal proceedings, relevant court dates and wider matters are shared timely ensuring victims are kept fully informed of case progress
- ◆ 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 ensuring they are kept wholly informed timely of key dates and sentencing outcomes as they are awarded
- ◆ 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 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



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



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](mailto: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](#).

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*"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."*

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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.

