Job Description

Job Title:	**Caseworker (Victim First)**
Hours of Work:	**Full time**
Salary Scale:	**TBC**
Reports to:	**Senior Caseworker**
Effective from:	**TBC**
Level of Criminal Records Bureau Disclosure	**Enhanced**
Vetting and Clearance Requirements	**Leicestershire Police Vetting Clearance**

Summary of Job

- To be the named and allocated worker providing support to victims through a Caseworker approach providing relational continuity delivered through a seamless service approach.
- To deliver a restorative service for identifiable victims of crime with support from the Restorative Justice lead.
- To deliver a victim service to children and young people with support from the Children and Young People Specialist Caseworker
- To co-ordinate, monitor, review and deliver a joined up service for Victim First by becoming the primary named contact throughout the victim's journey.
- Build and sustain high-quality relationships with victims through an offer of practical and emotional support that wins confidence and trust.
- 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.
- Access interventions that meet the different and complex needs of victims and motivate and support people to cope and recover from difficult events in their lives.
- Intensity and frequency of contact as assessed to meet individual risks and needs with some meetings to take place out of offices in people's homes and the community by agreement.

Main Duties and accountabilities

- To undertake direct work in response to Victim First users' needs within Leicester, Leicestershire and Rutland in line with the requirements of the new operating model
- To provide a service to all victims as appropriate in Leicestershire and Rutland including high risk victims
- To access and guide victims through administrative information and advice packages including the use of a web based information tool to inform victims at each stage
- To support children and young people who have been victims of crime and to assist the Children and Young People Specialist Caseworker to develop and deliver interventions to address the needs of young victims
- To ensure the delivery of high quality restorative justice service

- 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 facilitate various forms of restorative justice, including victim offender conferencing, meeting the requirements of all Victim First systems and procedures
- To have 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 risk manage each case through information gathered and monitored using Victim First's unique access to recognised Police and Criminal Justice Systems
- To undertake and maintain required standards expected to pass/fail mandatory training required to access and operate a suite of crime management and recording systems
- To have direct access to the Victim First **NICHE** system to download daily reports
- To research reported crimes on the **NICHE** system creating download reports used to identify victims recorded on the system consenting to access the service
- To access **Sentinel** incident recording systems to identify victims of Anti-Social Behaviour, and, where appropriate, to make an offer of the Victim First service
- To access the **STORM** system to review and research records of victims identified through the incident management system
- Case Workers will follow robust operational procedures to manage victim contact through phone line access, secure e-mail access, secure text messaging, postal correspondence and **Track My Crime**
- 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 access, track and monitor case progress using **Crown Prosecution Service** systems
- To access Magistrates and Crown Court listings to identify witnesses in conjunction with Witness Care support services
- 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
- To manage a Case Load of assigned victims as part of the Victim First single point of contact allocated victim model
- To ensure that victims and professionals are provided with a robust introduction to the service including referral pathways, support services and the Victim First service offering
- To become the assigned, allocated and named Case Worker who will work progressively and consistently with each Victim as part of the relational continuity model
- To ensure consent is obtained and agreed through an informed process
- To assign one of three recognised tiers of support based on risk and need delivering a variety of packages of support tailored to meet each victim's needs
- To recognise that not every contact will require a direct telephone approach, but may be completed by the new information and advice packages.
- To provide a single point of contact to progressively assess and review the needs of the victim ensuring quality services and interventions are provided directly or through a range of partnership service providers
- 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 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 victims case
- 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 make defensible disclosure decisions based upon static and dynamic factors to escalate risk concerns through agreed Victim First 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 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 liaise with the Officer in Charge, Crown Prosecution Service, Witness Care to track and monitor all critical pathway information alerts ensuring victims are informed at each stage of the journey including any matters that are discontinued, plea bargains entered and any rights to appeal
- 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 and liaison with the allocated Case Worker 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 agree and coordinate highly structured consent and information sharing agreements between the multiple disciplines involved using recognised frameworks and protocols agreed with Victim First
- To monitor and review, on a regular basis, individual Victims' progress and response to the work undertaken with them
- Victim First Case Workers will access vulnerability, repeat victimisation and wider assessment data relevant to assign a level of support to satisfactorily meet their needs
- To work closely with victims to access interventions that meet their different and complex needs providing support and motivation to cope and recover from the difficult events that have happened in their lives
- To agree and facilitate victim referrals using the Victim First directory of specialist pathway interventions supporting those affected by sexual violence, domestic violence, ASB, hate crimes, burglary fraud restorative justice and all wider areas identified as requiring support with wider vulnerabilities
- 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 ensure all data and management information requirements and maintained and reports produced as directed by the Senior Caseworker
- To maintain compliance and adherence with all audit requirements as directed by Catch22 and the authority
- To attend and maintain a level of competence in Restorative Justice training
- To understand restorative justice services and be able to give information in conjunction with the Victim First Restorative Justice lead
- To understand and ensure compliance where specific exclusions apply for these services
- To ensure all restorative contact is cognisant of the referral criteria and of any other actions being undertaken
- To ensure all restorative contact is victim- initiated
- To recognise that restorative justice can take place at any point along the victim journey pre charge, pre court, pre-sentence and post sentence
- 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 Victims needs with meetings to take place out of offices, in people's homes and the community by agreement
- To actively support and encourage inter-agency support planning and user involvement in the development and review of services delivered by Victim First
- To prepare and maintain appropriate written and I.T. records, information and reports on the work in a contemporaneous and articulate manner
- To attend and contribute to Team and Service meetings as appropriate.
- To attend and be committed to ongoing regular supervision.
- 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
- 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 all data and information is managed, stored and destroyed in line with agreed data management policies compliant with the Data Protection Act 1988 and 2003

Organisational accountabilities

- Reports to the Senior Caseworker.
- Responsible for developing close and effective working relationships with the Police and key agencies and partners to facilitate a co-ordinated multi-agency response to address the identified risks and needs of Victims.
- Responsible to engage fully in Catch22 staff induction, probationary review periods, mandatory/additional training as required, completion of 4Policies and e-learning training on Connected.
- Engagement with completion periodic refresh of monitoring and security clearance checks including DBS and Police vetting procedures.
- Full engagement in timely and quality Performance and Development (PAD) meetings with the Senior Caseworker
- Annual agreement and review of targets, competencies and personal development plans for all team members in line with Catch22's Contribution Review Process.
- To attend Catch22 and Victim First networking meetings and promotional events as and when required
- Promote and encourage best practice in Health & Safety and Environment
- Ensure all the organisations rules/policies regarding Health, Safety and the Environment are strictly adhered to and that safe working practices are adopted at all times following the guidance of respective risk assessments and safe systems of work.
- Responsible for reporting any incidents /accidents occurring at the Project to Head of Service, Deputy Head of Service or Senior Caseworker, HR and the competent Health & Safety person. Work responsibly with those conducting investigations into the incident / accident and provide appropriate information for reports.
- Engage fully in staff induction and adhere to organisational probationary periods in accordance with Catch22 policies and procedures

Other

In carrying out the above activities, the Caseworker will:

- Meet the vetting and clearance requirements meeting the standards to access all Police and crime management systems and Police premises in which the Victim First Service will be located
- Be available for work between 9am to 6pm Monday, Tuesday, Thursday, Friday and Saturdays, and 9am to 8pm on Wednesday.
- Be involved in Catch 22 training and staff development programmes, as required.
- Undertake any other relevant additional duties as may be required from time to time.
- Have a willingness to seek to improve his/her own performance, contribution, knowledge, and skills and participate in training and developmental activities as required.
- Be able to develop and maintain good and effective working relations with team colleagues, statutory and other voluntary agencies
- Ensure the implementation of Catch22'ss Diversity and Equality policy in its widest sense
- Comply with Health and Safety policies and procedures respective to both Catch22 and Leicestershire Police
- Carry out such other relevant duties, as required

This job description is intended to give an indication of the main duties involved, but is not meant to be an exhaustive list.

Person Specification

Job Title: Caseworker

Criteria	Essential	Desirable	How they will be assessed
Qualifications / Experience	Experience of working with highly vulnerable people	A qualification relevant to working with under-supported people.	A, I
	Ability to work on an inter-agency basis	Experience of working with people experiencing stress.	A, I
Knowledge	The ability to listen and communicate to an acceptable standard both verbally and in writing and to disseminate information in an easily understood and appropriate format.	Ability to work as part of a team and on own initiative.	A, I
	Be able to work with a variety of data management systems and information sources, maintain co-ordination of progress with individual cases within a high volume service.		
	The ability to contribute to on-going assessments of the support needs of people and to provide appropriate advice and support to them.	The ability and willingness and flexibility to work outside 9-5 office hours,	A, I
	Knowledge and understanding of restorative principles and service delivery Understanding of the current issues for children and young people		

Skills/Abilities	Ability to demonstrate professional empathy with those suffering discrimination and disadvantage. Effective communication skills in both the verbal and written form with the ability to handle enquiries from victims in both a competent and articulate manner Ability to maintain clear communications with a wide variety of people. Ability to process Victim's Information correctly IT literate and able to learn new packages quickly. Highly organised. General administration skills.	Ability to work effectively in a high work volume environment	A, I A, I A, I
Other	A commitment to equality and diversity.	Access to a car, a current full driving licence and able to buy insurance for business use of the vehicle	A, I