

## Job Description and Personal Specification

<b>Role:</b>	Case Worker – Manchester
<b>Place of work:</b>	Manchester
<b>Hours of work:</b>	37 hours per week
<b>Salary/Grade</b>	Grade D Zone 3 £26,000 - £28,000
<b>Reports to:</b>	Regional Manager – Home Office County Lines Service
<b>Level of screening:</b>	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 mind-set of a business, we are uniquely placed to deliver on this challenging agenda.

## Where you fit in

The Case Worker role will undertake 121 work with young people under 25yrs old supported by Catch22's County Lines Support and Rescue Service funded by the Home Office in one of the 4 delivery areas.

**County Lines Support Service** A specialist support service for under 25's and their families who are criminally exploited through county lines in London, the West Midlands, Merseyside and Greater Manchester.

**Rescue Service** a rescue service with out of hours capacity to facilitate the safe return home, at a critical teachable moment, of under 25's from London, the West Midlands, Merseyside and Greater Manchester where they are identified outside of their home police force area in connection with county lines.

## Main Duties & Accountabilities

- The role will require flexibility and skills in adaptability and the appointed person will be expected to carry out tasks over both the support and rescue element of the service.
- Provide one to one, end to end, appropriate support, and interventions to a pre-defined case load of young people involved in County Lines activity (and their families where appropriate) who are referred by means of effective assessment, care planning and risk management.
- Work on an on-call rota system as agreed with your regional manager to fulfil the rescue element of delivery. Liaising with police forces to collect young people found out of their home area because of County Lines involvement; risk assessing, agreeing logistics and where necessary traveling out of hours to engage the young

person and provide support in a 'reachable moment'. Continuing case management support of young person once they are brought home.

- Proactively and continually assess and manage risk of caseload, using internal and external safeguarding procedures for escalation and where necessary and adapting case management frequency and methodology to reflect the individual needs and circumstances of young people.
- Comply with Catch22 Health and Safety policies and procedures
- To promote and embed Catch22's vision and values in local service delivery
- To ensure all service user information, interventions and other data as required by the contract are recorded on the relevant data management system in line with Catch22's policy.
- To deliver changes to process or operating procedures as a result of service user feedback, audit outcomes, formal evaluation or commissioner requests and proactively contribute to the continual improvement of the service.
- To ensure that the diverse needs and aspirations of all groups of service users are considered in service delivery and to enable all service users to fulfil their potential.
- To carry out such other relevant duties as may be required and as are commensurate with the nature and level of this post.
- Work alongside and ensure effective relationships with Children and Families services (CFS) and other local agencies and treatment providers attending local meetings where requested.
- Liaise effectively with local partner organisations and other relevant agencies to ensure effective referrals, care and risk management as well as ease of transition and referral for young people and to promote the continued joint work of the service and other partners. Act as a sub-regional or district single point of contact where required.
- To ensure meaningful participation and active co-production with service users and stakeholders.
- Maintain and update professional knowledge and competencies ensuring that you are up-to date on all relevant Catch22 policies and procedures and are working in line with local and governmental frameworks. To include attending any relevant external local safeguarding board training where appropriate.
- To manage your time and activities safely and effectively, to meet with the priorities and delivery requirements of Catch22; contributing to achieving the standards of care, quality and positive outcomes required
- To ensure effective communication and liaison with partner agencies and local groups.
- To ensure that young people, parents/carers/families have ease of access to a range of support mechanisms and services.
- To act as an ambassador for Catch22, upholding and promoting our corporate values.
- This post will involve a travel across the region, and occasional evening and weekend working – driving licence essential.

## What does good look like for this role?

- Service is delivered in line with contract /grant agreement requirements and all targets are met.
- Service is delivered safely, and risks/areas of underperformance are identified and managed appropriately.
- Service outcomes are achieved.
- Service users have a positive experience and achieve their goals.

<b>: Person Specification</b>			
<b>COMPETENCY</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT</b>
<b>QUALIFICATIONS</b>		<ul style="list-style-type: none"> <li>Relevant qualification or equivalent experience in a relevant discipline such as youth, community, health &amp; social care, management.</li> </ul>	Application form and certificates
<b>KNOWLEDGE &amp; EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working with young people (8 – 25 years) and their families, identified as vulnerable or as having complex needs preferably within a community setting.</li> <li>Experience of Inter-agency working. Work within/ in partnership with Children’s and Family Services/ Youth Justice Services/ Youth services.</li> <li>Experience of delivering training to young people/professionals</li> <li>Working with young people in group and one-to-one settings.</li> <li>Knowledge of issues around risk and vulnerability amongst young people.</li> <li>Knowledge of engagement and intervention strategies.</li> <li>Experience of using recording and data collation systems</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of social and policy issues affecting young people (e.g. youth justice etc).</li> <li>Knowledge of Children Act/LSCB Procedures and other appropriate youth policies.</li> </ul>	Application form/Interview
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Clear risk assessment skills, particularly when working with young people with complex needs.</li> <li>Ability to work creatively within agreed management arrangements, and to maintain positive relationships with key partner agencies.</li> <li>Good organisational skills</li> <li>Work effectively in a team.</li> <li>Manage conflicting demands.</li> <li>To be able to adopt a flexible approach to all aspects of work.</li> <li>Problem solving and a “can do” attitude.</li> <li>Basic ICT skills.</li> <li>Excellent verbal and written communication skills.</li> <li>Attention to detail.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of, and commitment to, involving service users in the development of the service</li> </ul>	Application form/Interview
<b>OTHER</b>	<b>Personal Qualities</b> <ul style="list-style-type: none"> <li>Creative, flexible and able to work well with others in a team.</li> </ul>		

	<ul style="list-style-type: none"><li>• Honest and reliable.</li><li>• Commitment to the organisation and also to their own personal and Commitment to diversity and implementing equal opportunities and anti-discriminatory practice professional development.</li><li>• Commitment to enabling children/young people and their families to participate and achieve their full potential.</li></ul>		
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