



JOB DESCRIPTION

Job Title:	Refuge Worker – Human Trafficking and Modern Slavery Project
Responsible To:	Refuge Lead
Hours:	37 hours per week
Salary:	£18,500 - £21,000
Location:	Based in Sheffield, with regular regional and occasional national travel

Ashiana supports Black, Minority Ethnic and Refugee women who have experienced violence and abuse; including domestic abuse, forced marriage and 'honour-based' violence, FGM, human trafficking and modern slavery; to move into safe, independent and positive futures.

This post is within the expanding Human Trafficking and Modern Slavery Team, aiming to offer high quality support and refuge accommodation services to women who have experienced human trafficking and modern slavery.

Job Purpose

- To support clients to access their entitlements as potential victims of trafficking
- To ensure safe and secure environment within Ashiana's refuge accommodation
- To assist clients in resolving problems and developing life skills through the provision of safety planning, support, information, signposting and advocacy.
- To establish and promote an effective working relationship with partner agencies, both statutory and voluntary, to further the support available to our client group.
- To promote independent living and make timely referrals to move-on accommodation or resettlement support.
- To assist service users to exit human trafficking and modern slavery situations in a safe and positive way

Key Tasks and Responsibilities

Support

- To provide key work support and safety planning for a case load of women who have experienced trafficking and modern slavery, primarily to those who have been exploited sexually or for domestic servitude.
- Provide information and advice on relevant issues including health, housing, counselling, welfare benefits, training, employment and child protection.
- To establish and promote an effective working relationship with partner agencies, both statutory and voluntary
- To ensure that the client is familiar with the criteria of Ashiana and is supported to make decisions regarding issues such as referral into the National Referral Mechanism, assisting the authorities with intelligence whether she wishes to return to her home country or to remain in the UK: and the implications of those decisions.
- Provide a sign posting and referral service to immigration and asylum advice and support services.
- Coordinate the allocation and referral to suitable and safe move-on accommodation utilising risk and needs assessments processes.
- Produce high quality reports to support clients' where necessary.
- To act as the advocate of the client when appropriate.

- Under the supervision of the Refuge Lead, to be responsible for the assessment and allocation of referrals, and ensure that accommodation is available and fit for purpose.
- To manage resident and neighbour disputes and complaints, encourage participation in tenant consultation and involvement with the organisation.
- To undertake health & safety and fire checks and assessments in refuge accommodation, and ensure compliance with relevant health and safety legislation.
- To be part of the refuge "out-of-hours" rota, including receiving out of hours referrals.
- To maintain administrative systems, appropriate records and statistics regarding service users.
- To update the MST case management system regularly to ensure accurate reflection of casework and support.
- To implement requirements detailed in service level agreements or funding agreements. To monitor these and to notify the Service Manager of potential problems.
- To keep informed of relevant legislation, funding, care and support models and changes affecting Ashiana's Support Service.

Finance and Funding

- To make applications to the appropriate funders and charitable organisations for appropriate individual grants.
- To ensure compliance with all funding requirements including the provision of comprehensive reports and statistics.

Development of Specialist Expertise

- To take a key role in developing specialist knowledge within the organisation in respect of supporting women who have been trafficked. This will include contributing to research, attending external courses and conferences and identifying an approach geared specifically to current and future users of Ashiana's services.
- To support the development of, and participate in the delivery of minimum standards to women who have been trafficked.
- To provide awareness-raising, support and advice to external agencies around the issue of trafficking.
- To remain abreast of developments in housing and other welfare benefits relevant to Ashiana's client group.
- Through supervision and mentoring to provide a consistent approach based on best practice.

Policy and Advice, Reporting and Monitoring

- To contribute to the development of policies and procedures and to take responsibility for the development of good practice in relation to the postholder's designated area of expertise
- To assist the Service Manager and CEO to develop and implement policies and procedures.
- To produce reports and statistics as required for Committees, partner agencies and funders.

Other Requirements

- To take part in any training relevant as determined by your line manager via supervision
- To work in accordance with Ashiana's Diversity Policy.
- To work in accordance with Ashiana's Health and Safety policy and associated procedures.
- Undertake any additional tasks as reasonably required as determined by your line manager
- To work within and promote the values and policies and procedures implemented by Ashiana and be involved in the development and review of policies and procedures as determined by the CEO and Trustees
- To undertake any duties and responsibilities as determined by Ashiana that may require working unsociable hours for example evenings and weekends

Person Specification

Criteria		Essential	Desirable
Knowledge and Experience			
1	Substantial experience of providing support to vulnerable women including casework experience with women who have experienced violence	x	
2	An understanding of trafficking and how it affects women	x	
3	An understanding of the causes and realities of sexual exploitation and trafficking and a commitment to developing effective responses	x	
4	An understanding of equal opportunities and its practical application, including providing support to meet the cultural needs of victims of trafficking	x	
5	Experience and knowledge of carrying out assessments and developing support plans from these.	x	
6	Experience and knowledge of managing caseloads, (assessing need, assessing risk, planning implementing/accessing and evaluating care)	x	
5	Awareness of issues which might affect the management of tenants in shared housing		x
6	An understanding of the support needs of tenants moving in to permanent housing	x	
7	A working knowledge of housing, welfare benefits and community care legislation	x	
Skills and Abilities			
8	Good literacy and oral skills, including the ability to speak another community language.		x
9	Ability to self-service and produce documents to a good standard using word processing package	x	
10	Ability to write clear and precise reports on complex issues	x	
11	Ability to manage own workload	x	
12	Ability to maintain good administrative records	x	
13	Ability to communicate effectively with service users, staff, agencies, statutory bodies etc and maintain good working relationships with a range of agencies	x	
Attitudes			
14	Understanding of and empathy with Ashiana's aims and commitment to women and children who have experienced violence and abuse	x	
15	Flexible and be willing to contribute to the success of the team	x	

Criteria		Essential	Desirable
Other			
16	Good attendance record and ability to cope with pressure	x	
17	Ability and willingness to work some evenings & occasional weekends	x	
18 2	Ability to undertake regular regional travel and occasional national travel which may include occasional overnight stays.	x	