



JOB DESCRIPTION

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

Ashiana supports those from Black, Minority Ethnic and Refugee communities 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 Modern Slavery and Human Trafficking Team, aiming to offer high quality accommodation and support services to survivors of Modern Slavery and Human Trafficking.

Job Purpose

- To develop and deliver high quality accommodation and support services, using community language(s) as appropriate to support BAMER women whose lives have been affected by violence and abuse
- To assist women 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 provide safe and secure accommodation environment in line with legal and quality standards

Key Tasks and Responsibilities

1 Support

- 1.1 To establish and promote an effective working relationship with partner agencies, both statutory and voluntary.
- 1.2 Provide key work support and safety planning for a case load of women who have experienced domestic violence and abuse.
- 1.3 Under the supervision of the Project Manager, to be responsible for the assessment and allocation of all referrals, and ensure that accommodation is

available and fit for purpose.

- 1.4 To provide information and advice on relevant issues including health, housing, counselling, welfare benefits, training, employment and safeguarding.
- 1.5 To provide a sign posting and referral service relating to immigration and asylum processes.
- 1.6 To participate in the MARAC framework; refer clients to, attend and participate in meetings; follow up on actions agreed at MARAC
- 1.7 To keep abreast of issues regarding area of expertise on a national and local level with particular reference to those that may affect the work of the project
- 1.8 To support clients through the criminal justice system, explaining the procedures and their role and rights within that system
- 1.9 To increase women's understanding of the effects of domestic abuse on their children.
- 1.10 To initiate child / adult safeguarding procedures when necessary.
- 1.11 To identify and challenge practice that increases risks to victims' safety
- 1.12 To coordinate the allocation and referral to suitable and safe move-on accommodation utilising risk and needs assessments processes.
- 1.13 To maintain appropriate records and statistics regarding service users, including ensuring all client support details are updated on the Ashiana database.
- 1.14 To produce high quality reports to support clients' where necessary.
- 1.15 To act as the advocate of the client when appropriate.
- 1.16 To manage resident and neighbour disputes and complaints, encourage participation in tenant consultation and involvement with the organisation.
- 1.17 To implement requirements detailed in service level agreements or funding agreements. To monitor these and to notify the Manager of potential problems.
- 1.18 To keep informed of relevant legislation, funding, care and support models and changes affecting Ashiana's Support Service.
- 1.19 To undertake health & safety and fire checks and assessments in refuge accommodation, and ensure compliance with relevant health and safety legislation.
- 1.20 To be part of the refuge "out-of-hours" rota, including receiving out of hours referrals.

2 Finance and Funding

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

3 Development of Specialist Expertise

- 3.1 To take a key role in developing specialist knowledge within the organisation in respect of supporting women who have experienced violence and abuse. 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.

- 3.2 To provide support and advice to external agencies
- 3.3 To remain abreast of developments in housing and other welfare benefits relevant to Ashiana's client group.
- 3.4 Through supervision and mentoring to provide a consistent approach based on best practice.

4 Policy and Advice, Reporting and Monitoring

- 4.1 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
- 4.2 To assist in monitoring the achievement of key performance indicators and discuss and implement corrective action as required.
- 4.3 To assist the Manager and CEO to develop and implement policies and procedures.
- 4.4 To produce reports and statistics as required for Committees, partner agencies and funders.

5 Core Criteria for all Staff

- 5.1 To promote the aims and objectives of the organisation and ensure that all contacts with external people and organisation fully reflect the professional approach of the organisation.
- 5.2 To achieve personal and team performance targets identified on an annual basis.
- 5.3 To work flexibly as a member of a team and the organisation. To ensure all contacts both within the team and with other teams assist the smooth running of the organisation.
- 5.4 To share relevant information and expertise within the organisation.
- 5.5 To keep all records, statistics and qualitative information in accordance with Ashiana's Policy and Practice.
- 5.6 To attend and make best use of regular supervision sessions and participate in relevant training.

- 5.7 To work within Ashiana's statement of intent and equal opportunities. To promote the equal opportunities policy and anti-discrimination practice in all areas of Ashiana's work.
- 5.8 To work within Ashiana's Health & Safety and all other policies and procedures.
- 5.9 To work occasional evenings and weekends.
- 5.10 To carry out any other duties that may reasonably be requested.

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 impacts of trauma		
4	An understanding of the causes and realities of sexual exploitation and trafficking and a commitment to developing effective responses	x	
5	An understanding of equal opportunities and its practical application, including providing support to meet the cultural needs of victims of trafficking	x	
6	Experience and knowledge of carrying out assessments and developing support plans from these.	x	
7	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	Some 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, and act as coach and mentor.	x	

Criteria		Essential	Desirable
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	
Other			
16	Good attendance record and ability to cope with pressure	x	
17	Ability and willingness to work some evenings & occasional weekends	x	
18	Hold full, clean driving licence and have access to own vehicle		x