



JOB DESCRIPTION

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| Job Title: | Outreach Worker – Modern Slavery and Human Trafficking Project |
| Responsible To: | Area Lead |
| Hours: | 37 hours per week |
| Salary: | £18,500 - £21,000 |
| Location: | Based in North East, with regular regional, cross 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 Anti Human Trafficking and Modern Slavery Team, aiming to offer high quality support and outreach services to women who have experienced human trafficking and modern slavery across the region.

Job Purpose

- To support clients to access their entitlements as potential victims of trafficking
- 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

1 Support

- 1.1 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
- 1.2 Assisting the authorities with intelligence whether they wish to return to home country or to remain in the UK: and the implications of those decisions.
- 1.3 To establish and promote an effective working relationship with partner agencies, both statutory and voluntary.
- 1.4 To provide support work and safety planning for a case load of clients who have experienced human trafficking and modern slavery, primarily to those who have been exploited sexually or for domestic servitude.

- 1.5 Provide information and advice on relevant issues including health, housing, counselling, welfare benefits, training, employment and child protection.
- 1.6 Provide a sign posting and referral service to immigration and asylum advice and support services.
- 1.7 Coordinate the allocation and referral to suitable and safe move-on accommodation utilising risk and needs assessments processes.
- 1.8 Maintain appropriate records and statistics regarding service users.
- 1.9 Produce high quality reports to support clients' where necessary.
- 1.10 To act as the advocate of the client when appropriate.
- 1.11 To maintain administrative systems.
- 1.12 To update the MST case management system regularly to ensure accurate reflection of casework and support.
- 1.13 To implement requirements detailed in service level agreements or funding agreements. To monitor these and to notify the Service Manager of potential problems.
- 1.14 To keep informed of relevant legislation, funding, care and support models and changes affecting Ashiana's Support Service.

2 Finance and Funding

- 2.1 To make applications to the 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 those who have experienced human trafficking and modern slavery. 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 support the development of, and participate in the delivery of minimum standards to those who have experienced human trafficking and modern slavery.
- 3.3 To provide awareness-raising, support and advice to external agencies around the issue of human trafficking and modern slavery
- 3.4 To remain abreast of developments in housing and other welfare benefits relevant to Ashiana's client group.

3.5 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 the Service Manager and CEO to develop and implement policies and procedures.

4.3 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 within appraisal and Ashiana's Action Plan.

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 people including casework experience with those who have experienced significant trauma | ✓ | |
| 2 | An understanding of human trafficking and modern slavery and its effects and impact | ✓ | |
| 3 | An understanding of the causes and realities of experienced human trafficking, modern slavery and sexual exploitation and a commitment to developing effective responses | ✓ | |
| 4 | An understanding of equal opportunities and its practical application, including providing support to meet the cultural needs of victims of human trafficking and modern slavery | ✓ | |
| 5 | Experience and knowledge of carrying out assessments and developing support plans from these. | ✓ | |
| 6 | Experience and knowledge of managing caseloads, (assessing need, assessing risk, planning implementing/accessing and evaluating care) | ✓ | |
| 5 | An understanding of asylum, and other immigration processes | | ✓ |
| 6 | An understanding of the support needs of tenants moving in to permanent housing | ✓ | |
| 7 | A working knowledge of housing, welfare benefits and community care legislation | ✓ | |
| Skills and Abilities | | | |
| 8 | Good literacy and oral skills, including the ability to speak another community language. | | ✓ |
| 9 | Ability to self-service and produce documents to a good standard using word processing package | ✓ | |
| 10 | Ability to write clear and precise reports on complex issues | ✓ | |
| 11 | Ability to manage own workload, and act as coach and mentor. | ✓ | |
| 12 | Ability to maintain good administrative records | ✓ | |
| 13 | Ability to communicate effectively with service users, staff, agencies, statutory bodies etc and maintain good working relationships with a range of agencies | ✓ | |
| Attitudes | | | |

| Criteria | | Essential | desirable |
|-----------------|--|------------------|------------------|
| 14 | Understanding of and empathy with Ashiana's aims and commitment to those who have experienced violence and abuse | ✓ | |
| 15 | Ability to be flexible and a willingness to contribute to the success of the team | ✓ | |
| Other | | | |
| 16 | Good attendance record and ability to cope with pressure | ✓ | |
| 17 | Ability and willingness to work some evenings & occasional weekends | ✓ | |