



## **JOB DESCRIPTION**

<b>Job Title:</b>	Safe House Refuge Support Worker – Modern Slavery and Human Trafficking (HTMS) Project
<b>Responsible To:</b>	Safe House Refuge Lead
<b>Hours:</b>	37 hours per week
<b>Salary:</b>	£22,385 - £25,410
<b>Location:</b>	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 Human Trafficking and Modern Slavery Team, aiming to offer high quality accommodation and support services to survivors of human trafficking and modern slavery.

### **Job Purpose**

- To support clients to access their entitlements as potential victims of HTMS
- 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 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 survivors of HTMS.
- 1.3 Under the supervision of the Refuge Lead, to be responsible for the assessment and allocation of all referrals to schemes, 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 identify agencies and individuals who could provide appropriate support. To negotiate with the client and potential service providers to draw up a detailed plan and co-ordinate the delivery of this plan.
- 1.7 To coordinate the allocation and referral to suitable and safe move-on accommodation utilising risk and needs assessments processes.
- 1.8 To maintain appropriate records and statistics regarding service users, including ensuring all client support details are updated on the Salvation Army case management system.
- 1.9 To produce high quality reports to support clients' where necessary.
- 1.10 To act as the advocate of the client when appropriate.
- 1.11 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.
- 1.12 To manage resident and neighbour disputes and complaints, encourage participation in tenant consultation and involvement with the organisation.
- 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.
- 1.15 To undertake health & safety and fire checks and assessments in the accommodation, and ensure compliance with relevant health and safety legislation.
- 1.16 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 those 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.
- 3.2 To develop a range of external support to assist in this process.
- 3.3 To support the development of, and participate in the delivery of care standards for those who have been trafficked.
- 3.4 To provide support and advice to external agencies around the issue of trafficking.
- 3.5 To remain abreast of developments in housing and other welfare benefits relevant to Ashiana's client group.
- 3.6 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 Operations and Development 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 ~~contracts~~ 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
<b>Knowledge and Experience</b>			
1	Substantial experience of providing support to vulnerable people including casework experience with those who have experienced violence	X	
2	An understanding of trafficking and how it affects survivors	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	
<b>Skills and Abilities</b>			
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	
12	Ability to maintain good administrative records	X	



<b>Criteria</b>		<b>Essential</b>	<b>Desirable</b>
13	Ability to communicate effectively with service users, staff, agencies, statutory bodies etc and maintain good working relationships with a range of agencies	x	
<b>Attitudes</b>			
14	Understanding of and empathy with Ashiana's aims and commitment to those who have experienced violence and abuse	x	
15	Flexible and be willing to contribute to the success of the team	x	
<b>Other</b>			
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