

<b>JOB DESCRIPTION</b>	
<b>POST TITLE:</b> Modern Slavery Accommodation Support Worker	<b>LOCATION:</b> Manchester, Liverpool and Halton, Hillingdon
<b>HOURS OF DUTY:</b> 37.5 hours per week	<b>SALARY:</b> £26,227.50 per annum £28,860 including London Weighting
<b>RESPONSIBLE TO:</b> Modern Slavery Case Worker	<b>MAIN CONTACTS:</b> <ul style="list-style-type: none"> <li>◆ Service Users</li> <li>◆ All Medaille Trust staff and Volunteers</li> <li>◆ Staff in our services outsourced to Caritas Diocese of Salford</li> <li>◆ External agencies and statutory bodies including other Non-Governmental Organisations</li> </ul>
<b>SPECIAL CONDITIONS OF SERVICE:</b> <ul style="list-style-type: none"> <li>◆ An enhanced Disclosure and Barring Service check will be undertaken</li> <li>◆ Maintain confidentiality in respect of the service location and identity of clients and staff at all times</li> <li>◆ Able and willing to work flexibly and at other Medaille locations</li> <li>◆ Hold a full UK Driving Licence (preferably valid for a minimum of 36 months), have the use of a car and be insured for business purposes is desirable.</li> </ul>	

**MAIN PURPOSE OF THE POST:**

- ◆ Be responsible for day-to-day health and safety of the accommodation provision
- ◆ Be responsible for the safety, risk management and security of service users whilst on shift
- ◆ Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors
- ◆ Work collaboratively as part of Medaille’s service team to deliver a range of support to vulnerable adults across the projects.
- ◆ Administrative duties: the ASW is responsible for maintain administrative systems, records, statistics and any administrative tasks related to service users.

**RESPONSIBILITIES & DUTIES**

Be responsible for day-to-day health and safety of the accommodation provision (in line with Medaille’s policy & contractual requirements)

- ◆ Responsible for ensuring all safety and security procedures are followed to keep self and others safe.
- ◆ Responsible for identifying property issues and facilitating routine and emergency maintenance & repairs as required

- ◆ Responsible for daily health and safety, fire and CCTV checks and ensuring these are completed and that accurate records are maintained.
- ◆ Responsible for maintaining a safe and secure working and living environment for the Medaille team and service users whilst on shift.
- ◆ To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.
- ◆ To ensure that all incidents, accidents or potential hazards are reported and recorded following the Health and Safety Policy.
- ◆ Responsible for cleaning and tidying of internal and external communal areas
- ◆ Responsible for preparing and cleaning rooms (for new arrivals & when people leave)
- Welcome and settle all new service users and complete basic relevant induction paperwork in line with expected timeframes.
- Responsible for taking referrals into the project whilst on shift/on-call
- Responsible to give every new service user a basic introduction to the property and the guidance for living at the accommodation.
- Responsible to promote awareness of Health and Safety amongst service users
- Responsible for assisting service users to manage risk/incidents/safeguarding issues when on site and for recording these accurately as required.
- To assist service users with SMART goals set with caseworkers in relation to their support journey.
- To assist service users to be ready for support sessions (with Medaille case worker or external appointments – this may involve setting get up times, looking at transport options, explaining purpose of various meetings).
- To instigate communal meals and extra activities in the house (film nights, English lessons, games evenings, etc)
- To undertake any other duties as required to maintain the smooth running of the project and service.
- Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors
- Adhere to and work within all Medaille’s policies and procedures, Victim Care Standards and the Victim Care Contract schedules and KPIs.
- Ensure all completed work is recorded and kept up to date following contractual and organisational obligations and requirements. (Monitoring and recording of cases happens on a database system)
- Contribute to wider Medaille monitoring and reporting requirements as required and requested (for example: fundraising, service user service satisfaction)
- Work collaboratively as part of Medaille’s team to deliver a range of support to vulnerable adults across the Northern Projects.
- Work as part of the Medaille team to ensure the overall aims and objectives of the service are delivered and achieved.
- Ensure information is passed on to individual service user case workers teams in relation to risk, support needs and safeguarding issues that have occurred on shift in line with policy and contractual requirements.
- Communicate clearly with case work team and management team and participate in the handover process to communicate information about all service users living in the safe house.
- Responsible for receiving information from other team members and service users and acting upon this – referrals, induction to the house, risk, incidents, safeguarding, support needs, activities done, support given.

#### Health and Safety

- ◆ To maintain a safe and secure working environment.
- ◆ To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.

- ◆ To ensure that all incidents, accidents or potential hazards are reported and recorded following the Health and Safety Policy.
- ◆ To carry out Health and Safety checks and maintain accurate records.
- ◆ To ensure all safety and security procedures are followed to keep self and others safe.
- ◆ To promote awareness of Health and Safety amongst service users.

### **SPECIFIC REQUIREMENTS**

- ◆ Previous experience of working in accommodation-based health/social work/homelessness/vulnerable adult settings.
- ◆ Experience of supporting adults with complex needs
- ◆ Experience of working with and updating support plans, risk management plans and case notes (using an online database)
- ◆ Previous experience of lone working and using on-call systems for support
- ◆ Experience of identifying and responding to with incidents, risk and safeguarding concerns
- ◆ Experience of using database systems to record and log service user information as required
- ◆ Ability to proactively assess and manage risk and engage service users and colleagues in this process.
- ◆ Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress
- ◆ Ability to empower and promote informed choice
- ◆ Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.
- ◆ Ability to work in a boundaried, professional and collaborative manner with service users internal team as well as external agencies
- ◆ Good administration, recording, reporting and monitoring
- ◆ Ability and skills to work as part of a team
- ◆ Ability to follow Medaille policies and procedures and contractual requirements
- ◆ Knowledge of health and safety (specifically in relation to accommodation services)
- ◆ Knowledge of safeguarding frameworks and how and when to follow these
- ◆ Understanding of the support needs of individuals who have been trafficked
- ◆ Desirable experience and knowledge of working with people who have been subject to modern slavery / trafficked.
- ◆ Previous experience of CQC and working within the frameworks of such regulatory bodies
- ◆ Knowledge of the rights and entitlements of trafficked persons, asylum seekers and refugees
- ◆ Understanding of the National Referral Mechanism
- ◆ Must hold a full UK driving licence and have a car available for use and insured for business purposes
- ◆ The post holder will demonstrate a mature, honest, reliable, empathetic and non-judgmental attitude towards service users. This includes non-discriminatory and respect for cultural and religious heritage of all people. The post holder must understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures as well as contractual requirements.
- ◆ ASWs will be expected to manage any situation (risk/incident/safeguarding). At times this may mean the post holder is required to stay at the property past their shift ending until another staff member/on-call arrives. If this is the case, you will be offered time off in lieu as per our policies and procedures. Medaille accept referrals into service 24/7.

### **ADDITIONAL DUTIES**

The service will be staffed in accordance with service user needs and flexibility from the post holder is essential to meet these needs, including working unsocial hours. The post holder will work within a service that operates 365 days a year, 7 days per week and will be expected to carry out a variety of shift patterns to include day, evening, sleepovers, waking nights, weekend and bank holidays. You will be expected to participate in an on call rota which will include bank holidays and the Christmas period for which you will receive an additional allowance. You may be required to occasionally work at any other premises at which your employer carries out its business now or in the future.

You will be required to support local and organisational fundraising and engagement activities and events.

### **VISION, MISSION AND VALUES**

Our vision is a world where people are free from exploitation through human trafficking and modern slavery. Whilst exploitation continues to exist, our mission is:

- ◆ To offer protection to adult victims of modern slavery and their dependent children, and to equip them to become survivors.
- ◆ To bring justice for survivors by supporting the work of law enforcement authorities.
- ◆ To raise awareness of modern slavery and human trafficking amongst opinion formers and members of the public.
- ◆ To support initiatives that help prevent vulnerable people falling prey to exploitation in the first place.

Medaille Trust is a client focussed charity that equips victims of modern slavery to become survivors, we will act with Respect, Collaboration, Compassion, Empowerment and Passion.

#### **SAFEGUARDING**

Everyone at Medaille Trust has a safeguarding responsibility. As part of the role the post holder will undertake mandatory safeguarding and Prevent training as part of their induction. The post holder will be required to ensure that vulnerable adults and children are safeguarded. The role includes a duty to refer any safeguarding concerns they may have to their line manager.

#### **CONFIDENTIALITY**

It is expected that all employees will understand that our work is confidential and that confidential information must not be divulged. This obligation will continue indefinitely even after termination of employment.

#### **TRAINING**

Medaille Trust is committed to offering training and support to all employees. The post holder will be required to attend mandatory training, other training where appropriate, participate in supervision, annual appraisals and development reviews.

**PERSON SPECIFICATION FOR THE POST OF MODERN SLAVERY CASE WORKER ASSISTANT**

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	<ul style="list-style-type: none"> <li>◆ Relevant Social Care qualifications or suitable experience of supporting vulnerable people</li> </ul>	<ul style="list-style-type: none"> <li>◆ NVQ3 Health and Social Care (Adults)</li> <li>◆ Safeguarding certificate</li> <li>◆ Mental Health/Suicide Prevention</li> <li>◆ Trauma Informed Practice Certificate</li> <li>◆ Food Hygiene certificate</li> <li>◆ Manual Handling certificate</li> <li>◆ Emergency First Aid certificate</li> <li>◆ Fire awareness certificate</li> <li>◆ Health &amp; Safety qualification</li> </ul>	Application Form and Documentation
Skills	<ul style="list-style-type: none"> <li>◆ Ability to work within a 'risk assessed' environment</li> <li>◆ Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress</li> <li>◆ Ability to work under pressure</li> <li>◆ Good IT skills</li> </ul>		Application Form and Interview

	<ul style="list-style-type: none"> <li>◆ Administrative, recording and reporting skills</li> <li>◆ Effective communication skills</li> <li>◆ Ability to lone work and work on own initiative</li> <li>◆ Team working skills</li> <li>◆ Ability to maintain clear boundaries</li> </ul>		
Experience	<ul style="list-style-type: none"> <li>◆ Previous experience in relevant sector or experience of working with vulnerable adults</li> </ul>	<ul style="list-style-type: none"> <li>◆ Experience of supporting individuals suffering from trauma</li> <li>◆ Experience and knowledge of working with people who have been subjected to modern slavery and human trafficking.</li> <li>◆ Experience of working with migrants including refugees and asylum seekers</li> </ul>	Application Form and Interview
Knowledge	<ul style="list-style-type: none"> <li>◆ Knowledge of health and safety</li> <li>◆ Knowledge of Safeguarding Adults</li> </ul>	<ul style="list-style-type: none"> <li>◆ Knowledge of criminal justice system</li> <li>◆ Knowledge of immigration issues or ability to attain relevant knowledge within probationary period</li> <li>◆ Knowledge of mainstream benefit entitlements</li> </ul>	Application Form and Interview
Special Conditions	<ul style="list-style-type: none"> <li>◆ Ability to participate, where necessary in social activities, outings / trips with service users</li> <li>◆ Committed to equality of opportunity, respect and dignity of all people</li> </ul>		Application Form and Interview

## OUR WORK

Medaille Trust was founded in 2006 by a number of religious congregations in response to the plight of thousands of people who are being trafficked into the UK each year. The Trust was established as a charity and opened its first safe house in 2007. A major part of the Trust's work is to raise awareness of the plight of those who are enslaved and exploited in the trafficking industry, and campaign on their behalf.

As an organisation Medaille Trust wants to make a difference to the life experience of victims of modern slavery and human trafficking. Medaille Trust is working with those at the margins of society, the most vulnerable and preyed upon of disadvantaged individuals. The Medaille Trust achieves its aims of making a difference to victims of modern slavery and human trafficking through its direct work with the victims. The charity operates nine safe houses across the UK, able to support up to 133 survivors at any one time. The aim of the houses is to provide a safe, secure environment that is conducive to the victim's recovery and will allow them to reflect on what next steps they should take.