



JOB DESCRIPTION	
POST TITLE: Modern Slavery Case Worker	LOCATION:
HOURS OF DUTY: 37.5 hours per week (part time positions available)	SALARY: £28,119 per annum (pro rata for part time) £32,017.20 including London Weighting (if applicable)
RESPONSIBLE TO: Service Manager	MAIN CONTACTS: <ul style="list-style-type: none">◆ Service Users◆ All Medaille Trust staff and Volunteers◆ Staff in our services outsourced to Caritas Diocese of Salford◆ External agencies and statutory bodies including other Non Governmental Organisations
SPECIAL CONDITIONS OF SERVICE: <ul style="list-style-type: none">◆ An enhanced Disclosure and Barring Service check will be undertaken◆ Maintain confidentiality in respect of the service location and identity of clients and staff at all times◆ Able and willing to work flexibly and at other Medaille locations◆ Must hold a full UK Driving Licence (preferably for a minimum of 36 months), have the use of a car and be insured for business purposes. (Essential for all services, desirable for Hayes and London.)	

MAIN PURPOSE OF THE POST:

- ◆ To provide practical and emotional support to potential victims of modern slavery in the service and their dependents, where applicable in a given geographic area, managing a case load set by your Line Manager.
- ◆ You may be required to provide outreach work which will support clients within their own community as and when required.
- ◆ To be available to work weekends on a rota basis, if required.
- ◆ To be able to use The Salvation Army's database for logging service users' support.
- ◆ To undertake daily duties to ensure the smooth running of the service.
- ◆ To delegate tasks from service users' journey plans to Modern Slavery Case Worker Assistants.
- ◆ To undertake assessment of service users in accordance with service guidelines.
- ◆ To compile and maintain a list of essential / useful external agencies for the benefit of service users i.e. doctors, job centres, training providers.
- ◆ To assist in claiming and administering housing benefit claims for service users when appropriate
- ◆ To explain house rules and service user agreements to all new service users, using interpreters where necessary.
- ◆ To support service users to access and attend appointments, including medical and specialist needs.

- ◆ To prepare and review individual support plans with service users in accordance with service guidelines and support service users' needs. This also includes preparing the client for exit, repatriation and any other resettlement plans.
- ◆ To support service users in accessing other services by advocating on their behalf and giving practical and emotional support i.e. solicitors, Home Office, counselling, Law Enforcement agencies.
- ◆ To organise and participate in appropriate social and recreational activities for service users.
- ◆ To support service users in the day to day domestic maintenance of their accommodation. This includes cleaning and preparing vacant rooms with fresh bedding, in line with Medaille's Health & Safety Policy and Infection Control Policy.
- ◆ To support service users to plan their personal budgeting, including purchasing and preparing appropriate meals.
- ◆ To ensure monies are accounted for and documented accordingly.
- ◆ To ensure all complaints are recorded and reported in liaison with the Service Manager.
- ◆ To read and complete daily notes, handover sheets, communication books, diaries, memos, meeting minutes and notices.
- ◆ To provide service users with clear, unbiased information about their rights and options in order for them to make information decisions about their lives.
- ◆ To give line-management supervision to Modern Slavery Case Worker Assistants.
- ◆ To ensure relevant standards are followed and maintained at all times, following Medaille Trust policies and procedures.
- ◆ To complete any other duties as directed by the Service Manager.

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

The Modern Slavery Case Worker will have previous experience in relevant sector or experience of working with vulnerable adults. 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.

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 unsociable hours. Sleep over duties or waking night shifts may be required within the service and 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

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	<ul style="list-style-type: none"> ◆ Relevant Social Care qualifications 	<ul style="list-style-type: none"> ◆ NVQ3 Health and Social Care (Adults) ◆ Safeguarding certificate ◆ Mental Health/Suicide Prevention ◆ Trauma Informed Practice Certificate ◆ Food Hygiene certificate ◆ Manual Handling certificate ◆ Emergency First Aid certificate ◆ Fire awareness certificate ◆ Health & Safety qualification 	Application Form and Documentation
Skills	<ul style="list-style-type: none"> ◆ Ability to work within a 'risk assessed' environment ◆ Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress ◆ Ability to work under pressure ◆ Excellent IT skills ◆ Administrative, recording and reporting skills ◆ Effective communication skills ◆ Ability to lone work and work on own initiative ◆ Team working skills ◆ Ability to maintain clear boundaries 		Application Form and Interview
Experience	<ul style="list-style-type: none"> ◆ Previous experience in relevant sector or experience of working with vulnerable adults 	<ul style="list-style-type: none"> ◆ Experience and knowledge of working with people who have been subjected 	Application Form and Interview

	<ul style="list-style-type: none"> ◆ Experience of supporting individuals suffering from trauma 	<p>to modern slavery and human trafficking</p> <ul style="list-style-type: none"> ◆ Experience of working with migrants including refugees and asylum seekers ◆ Experience of carrying out line-management supervision 	
Knowledge	<ul style="list-style-type: none"> ◆ Knowledge of health and safety ◆ Knowledge of Safeguarding Adults ◆ Knowledge of benefit entitlements 	<ul style="list-style-type: none"> ◆ Knowledge of criminal justice system ◆ Knowledge of immigration issues or ability to attain relevant knowledge within probationary period 	Application Form and Interview
Special Conditions	<ul style="list-style-type: none"> ◆ Ability to participate, where necessary in social activities, outings / trips with service users ◆ Committed to equality of opportunity, respect and dignity of all people 		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. 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.