

JOB DESCRIPTION	
POST TITLE: Modern Slavery Case Worker Assistant	LOCATION:
HOURS OF DUTY: 37.5 hours per week (part time positions available)	SALARY: £23,612.65 per annum (pro rata for part time) £27,510.65 including London Weighting (if applicable) (pro rata for part time)
RESPONSIBLE TO: Modern Slavery Case Worker	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 valid for a minimum of 36 months), have the use of a car and be insured for business purposes. (Essential for all services except Hillingdon and Waltham Forest) 	

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.
- ◆ To be available to work weekends on a rota basis, if required.
- ◆ To undertake tasks given to them by the Modern Slavery Case Worker.
- ◆ To undertake daily duties to ensure the smooth running of the service.
- ◆ To support service users' needs as specified within their journey plan and as instructed by the Modern Slavery Case Worker.
- ◆ To assist in claiming and administering housing benefit claims for service users when appropriate.
- ◆ To support service users to make and maintain links with relevant services to enable them to sustain change.
- ◆ 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 support service users to access and attend appointments, including medical and specialist needs.
- ◆ 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.
- ◆ 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.
- ◆ To be able to use The Salvation Army's database for logging service users' support.
- ◆ 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 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 Modern Slavery Case Worker and 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 Assistant 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 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"> ◆ Relevant Social Care qualifications or suitable experience of supporting vulnerable people 	<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 ◆ Good 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 of supporting individuals suffering from trauma ◆ Experience and knowledge of working with people who have been subjected to modern slavery and human trafficking. ◆ Experience of working with migrants including refugees and asylum seekers 	Application Form and Interview
Knowledge	<ul style="list-style-type: none"> ◆ Knowledge of health and safety ◆ Knowledge of Safeguarding Adults 	<ul style="list-style-type: none"> ◆ Knowledge of criminal justice system ◆ Knowledge of immigration issues or ability to attain relevant knowledge within probationary period ◆ Knowledge of mainstream benefit entitlements 	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. 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.