

| JOB DESCRIPTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <b>POST TITLE:</b><br>Modern Slavery Outreach Case Worker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>LOCATION:</b><br>Home based with regular travel throughout the community<br>Travel around the UK for quarterly meetings and conferences is expected                                                                                                                                                                                                                                                                                                     |
| <b>HOURS OF DUTY:</b><br>22 hours per week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <b>SALARY:</b><br>£28,119 per annum, pro rata for part time £16,496                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>RESPONSIBLE TO:</b><br>Local Coordinator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>MAIN CONTACTS:</b> <ul style="list-style-type: none"> <li>◆ Service Users</li> <li>◆ Area Manager &amp; Project Manager</li> <li>◆ Director of Police &amp; Justice Partnerships</li> <li>◆ Local Coordinators</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>RESPONSIBLE FOR:</b><br>Volunteers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <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>◆ Able and willing to work flexibly and at other Medaille locations</li> <li>◆ Maintain confidentiality in respect of the service location and identity of service users and staff at all times</li> <li>◆ Must hold a full UK Driving Licence, have the use of a car and be insured for business purposes to be able to carry service users (Not required for London area)</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## OUR WORK

***Moving On Project*** has been created and will be managed by **Medaille Trust** who are one of the biggest providers of safe house beds for survivors of modern slavery and human trafficking in the UK with a national network of safe houses supporting men, women and dependent children. The aim of ***Moving On Project*** is to provide a country wide programme of long-term support to men and women whose lives have been affected by human trafficking and modern slavery, reducing their vulnerability to abuse, violence and exploitation, and helping them move on positively with their lives. One of the cornerstones to the project is seeking justice and positive outcomes for victims within the criminal justice system.

## MOVING ON PROJECT'S FIVE KEY OBJECTIVES ARE:

- ◆ To develop and integrate a delivery model that provides long-term, in-community support to men and women affected by human trafficking and modern slavery, that enables men and women to access the support they need, when they need it, helped by the information they need to make an informed choice.

- ◆ To collect, analyse and disseminate data in order to further our understanding of effective interventions and outcomes for survivors, particularly focussing on whether men and women's lives are being sustainably improved.
- ◆ To improve victim experience of the Criminal Justice System (CJS) and achieve judicial outcomes through the use of Achieving Best Evidence (ABE) interviews, delivered by Modern Slavery Outreach Case Workers and other non-authoritarian figures often in surroundings where the victim's needs are accommodated.
- ◆ To complement and enhance services currently offered under statutory provision, enabling men and women who fall outside of NRM criteria, leave the NRM, or choose not to enter then NRM, to receive long-term support.
- ◆ To encourage greater awareness of modern slavery within organisations and in the community, supporting professionals to identify the early signs of exploitation and enabling more men and women to leave exploitive situations and get the support they need.

#### **MAIN PURPOSE OF THE POST:**

- ◆ To provide high quality support that includes practical and emotional support to potential victims of modern slavery and their dependents, where applicable in a given geographic area, managing a case load set by your Line Manager.
- ◆ To provide trauma-informed and person-centred support.
- ◆ To provide drop-in sessions.
- ◆ To you may be required to conduct Achieving Best Evidence (ABE) digitally recorded interviews, which would be subject to completion of the approved training, to an evidential standard and support service users in court / acting as a professional witness.
- ◆ You may be required to participate in intelligence led Policing operations, working alongside law enforcement as they seek justice for the survivors. This may involve speaking with victims, gathering information, raising awareness, and safeguarding those involved.
- ◆ Provide expert written or verbal trafficking reports where necessary appropriate for court or other legal purposes such as immigration cases and NRM referrals.
- ◆ To undertake assessment of service users in accordance with Project 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 support service users to access and attend appointments, including medical and specialist needs.
- ◆ To organise drop-in sessions and monthly group sessions to help improve men and women's physical, emotional, spiritual and mental wellbeing.
- ◆ To prepare and review individual support plans with service users and support service users' needs.
- ◆ 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 to plan their personal budgeting, including purchasing and preparing appropriate meals.
- ◆ To ensure all complaints are recorded and reported in liaison with the Local Coordinator.
- ◆ 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 informed 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 Area Manager & Project 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 Outreach 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**

Flexibility from the post holder is essential to meet the needs of service users, including working unsociable hours. You may be required to occasionally work at any other premises at which your employer carries out its business now or in the future.

## **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. To keep up to date with skills and knowledge, including reading to understand all relevant communication e.g. staff handbook, etc. and attend meetings as required. To attend training for all project staff including bi-annual project training events.

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

| REQUIREMENT    | ESSENTIAL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | DESIRABLE                                                                                                                                                                                                                                                   | ASSESSMENT METHOD                  |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| Qualifications | <ul style="list-style-type: none"> <li>◆ Relevant Social Care / Education qualifications</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>◆ NVQ3 Health and Social Care (Adults)</li> <li>◆ Manual Handling certificate</li> <li>◆ Emergency First Aid certificate</li> <li>◆ Fire awareness certificate</li> <li>◆ Health &amp; Safety certificate</li> </ul> | Application Form and Documentation |
| Skills         | <ul style="list-style-type: none"> <li>◆ Excellent IT skills</li> <li>◆ Administrative, recording and reporting skills</li> <li>◆ Excellent written and verbal skills especially for the purpose of producing trafficking reports appropriate for court or other legal purposes such as immigration cases</li> <li>◆ Effective communication skills</li> <li>◆ Ability to lone work and work on own initiative</li> <li>◆ Ability to work independently and as part of a team</li> <li>◆ Team working skills</li> <li>◆ Ability to work within a 'risk assessed' environment</li> <li>◆ Excellent assessment skills</li> <li>◆ Ability to work under pressure</li> <li>◆ Ability to participate, where necessary in social activities, outings / trips with service users</li> <li>◆ Ability to maintain clear boundaries</li> </ul> |                                                                                                                                                                                                                                                             | Application form and interview     |

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|                    | <ul style="list-style-type: none"> <li>◆ Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress</li> </ul>                                                                                                                                                                                                                                          |                                                                                                                                                                                                                   |                                |
| Experience         | <ul style="list-style-type: none"> <li>◆ Previous experience in relevant sector or experience of working with vulnerable adults</li> <li>◆ Experience of facilitating group sessions</li> <li>◆ Experience of dealing with petty cash handling</li> <li>◆ Experience of supporting individuals suffering from trauma</li> <li>◆ Experience of giving evidence in court / supporting service users in court</li> </ul> | <ul style="list-style-type: none"> <li>◆ Experience and knowledge of working with people who have been trafficked</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 ABE (achieving best evidence) digitally recorded interviews</li> <li>◆ Knowledge of Safeguarding Adults</li> <li>◆ Knowledge of benefit entitlements</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> </ul>            | Application form and interview |
| Special Conditions | <ul style="list-style-type: none"> <li>◆ Committed to equality of opportunity, respect and dignity of all people</li> </ul>                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                   |                                |

## OUR WORK

Medaille Trust is one of the UK's leading charities in the fight against modern slavery. Our innovative model is based on three principles: Prevent, Protect and Pursue.

Our Prevent work includes advocacy and awareness raising work in the UK and a new Albanian project with an entrepreneurship academy helping to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Our Protect work provides direct and tailored support to victims of modern slavery. We are one of the UK's largest providers of survivor services, with ten safehouses and six outreach hubs, staffed round the clock by specialist staff, working with more than 600 men, women and dependent children each year.

Our Pursue work helps survivors to engage with police and within the legal system to seek justice and to secure convictions against their perpetrators.

We were founded in 2006 by a number of religious congregations under the leadership of Sister Ann Teresa SSJA and our work continues to be inspired by her example and commitment to the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable. All our work embodies a commitment to personalised support, recognising the dignity and agency of our service users and empowering them on a path to a life that is free from slavery and exploitation.