

Job Description

Safehouse Project Manager Medaille Trust



MEDAILLE TRUST

Medaille Trust is one of the UK's leading charities in the fight against modern slavery. Our work includes advocacy and awareness raising in the UK and developing projects to provide meaningful alternatives to those who might otherwise be at risk of exploitation.

Medaille are one of the UK's largest providers of survivor services, with ten safehouses and five outreach hubs, working with more than 600 men, women and dependent children each year.

Our vision is a world where people are free from exploitation through human trafficking and modern slavery.

Medaille Trust was founded in 2006 by a number of religious and our work continues to be influenced by the Catholic Social Teaching principles of human dignity, compassion and solidarity with the vulnerable.

Post title:	Safehouse Project Manager
Location:	Home Based with expectations to travel to each safehouse once every 8 weeks
Hours:	37.5 per week
Salary:	£40,000 - £45,000 + benefits and travel expenses
Responsible to:	Head of Modern Slavery Services

SUMMARY OF THE POST:

As Safehouse Project Manager, you will play a key role in ensuring our safehouses provide the highest standards of care and support for service users. You will work closely with a dedicated team of Service Managers, fostering a supportive and collaborative environment. Your role will involve overseeing operational management, maintaining compliance with regulations, supporting staff development, and ensuring properties remain safe and welcoming spaces for those we serve.

KEY RESPONSIBILITIES:

Operational Management

- ◆ Work in partnership with the Service Managers to oversee the smooth running of our 10 safehouses.
- ◆ Ensure that safehouses operate efficiently, aligning with our policies, procedures, and safeguarding regulations.
- ◆ Support Safehouse Managers in maintaining high-quality service delivery.
- ◆ Monitor occupancy levels and contribute to effective client intake and transition processes.
- ◆ Travel across the UK to visit safehouses regularly, with some overnight stays required.

- ◆ Facilitate regular meetings with Service Managers, both individually and as a group, providing ongoing guidance and support.

Team Leadership & Staff Management

- ◆ Lead, mentor, and support Service Managers, creating an environment where they can thrive.
- ◆ Ensure staff have access to appropriate training, development, and coaching opportunities.
- ◆ Conduct regular performance reviews and foster best practices in staff management.
- ◆ Promote a positive, collaborative culture that reflects our organisation's mission and values.

Property & Facilities Management

- ◆ Work with Service Managers to ensure all safehouses provide a safe, secure, and well-maintained environment.
- ◆ Collaborate with the Head of Modern Slavery Services and finance team to manage budgets and expenses.
- ◆ Ensure all necessary repairs, inspections, and compliance checks are carried out promptly.

Compliance & Safeguarding

- ◆ Ensure all safehouses adhere to legal and regulatory requirements, including health and safety, GDPR, and safeguarding policies.
- ◆ Work closely with the safeguarding lead to protect the well-being of all residents.
- ◆ Maintain accurate records and reports related to compliance and incidents.
- ◆ Oversee complaint handling, grievances, and disciplinary processes in line with Medaille Trust policies.
- ◆ To have a good understanding of the CQC framework relating to Modern Slavery and Human Trafficking.
- ◆ To have a working knowledge of accommodation-based Health & Safety legislation.
- ◆ Uphold and implement quality assurance standards, ensuring alignment with relevant operational frameworks.
- ◆ Monitor and evaluate all aspects of support services, ensuring policies and procedures are consistently followed.
- ◆ Contribute to safeguarding initiatives and complete all mandatory safeguarding and Prevent training as part of your role.

Vision, Mission and Values

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.

The postholder will ensure the mission of the Trust is maintained and developed, this includes:

- ◆ 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.

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 role includes a duty to refer any safeguarding concerns they may have to the Safeguarding Lead.

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.

Health and Safety

- ◆ Contribute to a safe and secure working environment, following safety procedures and standards.
- ◆ Identify and assess risks, implementing agreed working procedures to minimise them.
- ◆ Report and record any incidents, accidents, or potential hazards in line with our Health & Safety Policy.
- ◆ Conduct Health & Safety inspections and maintain accurate records as needed.
- ◆ Ensure all actions from annual Health & Safety audits are followed up effectively.

This job description is not exhaustive and the post holder may be required to undertake additional duties from time to time in keeping with a post of this seniority.

PERSON SPECIFICATION FOR THE POST OF SAFEHOUSE PROJECT MANAGER

REQUIREMENT	ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
Qualifications	<ul style="list-style-type: none"> ◆ Management qualification or demonstrable management experience 		Application form
Skills	<ul style="list-style-type: none"> ◆ Strong leadership skills with the ability to manage multiple teams across different locations ◆ Ability to manage budgets and resources effectively ◆ Excellent problem-solving, decision-making, and communication skills ◆ Excellent interpersonal and high level verbal and written communication skills ◆ Highly organised with strong attention to detail ◆ Proactive, solutions-focused, and able to work under pressure ◆ A team-oriented mindset, with the ability to build strong relationships ◆ Hold a full UK (or EU) Driving Licence (preferably for a minimum of 36 months), have the use of a car and be insured for business purposes ◆ A commitment to equality, dignity, and respect for all people 		Application form / interview

Experience	<ul style="list-style-type: none"> ◆ Proven experience in a management role within housing, social care, or a related field ◆ Experience in safeguarding, health & safety, and risk management ◆ Experience of quality assurance monitoring and auditing ◆ Experience in budget and resource management 		interview
Knowledge	<ul style="list-style-type: none"> ◆ Strong understanding of property and facilities management ◆ Knowledge of trauma-informed care and support services ◆ Knowledge of Health and Safety and fire safety 		interview

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.