

<b>JOB DESCRIPTION</b>	
<b>POST TITLE:</b> Modern Slavery Outreach Case Worker	<b>LOCATION:</b> Hybrid working with two days a week working from a hub space in Central London with the remaining days working from home or within the community.
<b>HOURS OF DUTY:</b> 37.5 hours per week Permanent	<b>SALARY:</b> Band A or Band B depending on experience. TBC
<b>RESPONSIBLE TO:</b> Local Co-ordinator	<b>MAIN CONTACTS:</b> <ul style="list-style-type: none"> <li>◆ Director of Operations</li> <li>◆ Service Users</li> <li>◆ Project Manager</li> <li>◆ Local Co-ordinators</li> <li>◆ All Medaille Trust staff and Volunteers</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>◆ Able and willing to work flexibly and at other Medaille locations</li> <li>◆ Maintain confidentiality in respect of the service location and identity of clients and staff at all times</li> </ul>	

### **OUR WORK**

The Moving On Project (MOP) is managed by the 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. MOP provide long term, reintegration and community support to survivors of human trafficking. The aim of the Moving On Project is to introduce 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.

### **THE MOVING-ON PROJECT'S KEY OBJECTIVES ARE:**

- ◆ Develop and deliver a sustainable, community-based support model for survivors of human trafficking and modern slavery, enabling timely access to support and informed decision-making.
- ◆ Collect, analyse and share data to improve understanding of effective interventions and outcomes for survivors, with a focus on recovery, wellbeing and independence.
- ◆ Working alongside existing statutory services by providing long-term support for survivors who fall outside of NRM criteria, leave the NRM, or choose not to enter the NRM.
- ◆ Increase awareness of modern slavery across organisations and communities, equipping professionals to identify early signs of exploitation and support individuals to access help and leave exploitative situations.

### **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, within the Greater London area, managing a case load set by your Line Manager.
- ◆ To provide trauma-informed and person-centred support.

- ◆ Provide expert written or verbal reports where necessary, to a high standard that is appropriate for court or other legal purposes, such as immigration cases.
- ◆ To prepare and review individual support plans with service users, in accordance with Project guidelines, and provide relevant and timely support, based on service users' self-identified needs.
- ◆ To prepare and review service user risk assessments, according to Project guidelines.
- ◆ To recognise and understand risk and protective factors and to understand safeguarding processes (internally and statutory requirements).
- ◆ To monitor and review client outcomes.
- ◆ 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 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 be involved in the organisation and delivery of weekly drop-in group activity sessions, to help improve service users' physical, emotional, spiritual and mental wellbeing, working alongside the Local Coordinator, the volunteers and the wider MOP team.
- ◆ To organise and participate in appropriate social and recreational activities for service users, such as day trips or attending events.
- ◆ To support service users to plan their personal budgeting and increase their financial confidence.
- ◆ To provide service users with clear, unbiased information about their rights and options for them to make informed decisions about their lives.
- ◆ To work with volunteers alongside the Local Co-ordinator and senior caseworker.
- ◆ To ensure relevant standards are followed and always maintained, following the Medaille Trust policies and procedures.
- ◆ To be able to manage your own calendar and appointments and be able to work independently, where appropriate.
- ◆ To attend MOP meetings and case management meetings and to keep informed of service updates.
- ◆ To ensure all complaints are recorded and reported in liaison with the Local Co-ordinator.
- ◆ To deliver awareness-raising presentations about MOP and Medaille Trust, to external organisations and individuals.
- ◆ To complete any other duties as directed by the Project Manager.

#### **Health and Safety**

- ◆ Maintain a safe and secure working environment.
- ◆ Identify and assess risks, implementing procedures to minimise impact.
- ◆ Report and record all incidents, accidents, or hazards in line with policy.
- ◆ Promote awareness of Health and Safety among survivors and ensure procedures are followed.

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

Across Medaille Trust 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 adults who have experienced modern slavery 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 with local organisations and the general public where appropriate.
- ◆ To support initiatives that help prevent vulnerable people falling prey to exploitation in the first place.

The 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.

#### **SPECIFIC REQUIREMENTS**

The Move on Case Worker will have previous experience in relevant sectors or experience of working with vulnerable adults. The post holder will demonstrate a mature, honest, reliable, empathetic and non-judgmental attitude towards the service users. This includes promoting equality, diversity and inclusion through an anti-discriminatory approach, while respecting and valuing the cultural and religious heritage of all individuals.

### **ADDITIONAL DUTIES**

Flexibility from the post holder is essential to meet the needs of service users within MOP and other MOP areas when appropriate. At times this may include working outside of your normal working week. You may be required to occasionally work at any other premises at which your employer carries out its business now or in the future.

### **VALUES AND PRINCIPLES**

The post holder is expected to be familiar with and have regard to the values and principles of the Medaille Trust and work within that framework. He or she must be prepared to operate within the ethos of the charity and ensure that people of all backgrounds and beliefs are respected.

### **CONFIDENTIALITY**

All employees are expected to maintain the confidentiality of information obtained through their work and must not disclose confidential or sensitive information to unauthorised persons. Employees must comply with all data protection legislation, including UK GDPR and the Data Protection Act 2018, in the handling, storage and sharing of personal data. This obligation will continue indefinitely following termination of employment.

### **TRAINING**

The 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 project training events.

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

<b>REQUIREMENT</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>ASSESSMENT METHOD</b>
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></ul>		Application form and interview

	<ul style="list-style-type: none"> <li>◆ Ability to work independently and as part of a team</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> <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, especially women</li> <li>◆ Experience of supporting individuals suffering from trauma and an understanding of trauma informed approaches</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> <li>◆ Experience of facilitating group sessions</li> <li>◆ Experience of dealing with petty cash handling</li> <li>◆ Experience of giving evidence in court / supporting clients in court</li> </ul>	Application form and interview
Knowledge	<ul style="list-style-type: none"> <li>◆ Knowledge of health and safety</li> <li>◆ Committed to equality of opportunity, respect and dignity of all people</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