Support Worker with Nights - Maternity Cover	
Location	Unseen's WATER Project
Reports to	House Manager
Purpose	Unseen directly support survivors of trafficking, men, women and children. The Support Worker role will be based at Unseen's 24/7 staffed women's safe house. The Support Worker will: 1. Engage with Unseen's clients to promote feelings of safety, hope and choice, and to work alongside them to achieve set goals and manage risk plans for the duration of their stay 2. Ensure high quality service provision and promote best practice in the delivery of 24/7 support and care. 3. Work with the both the safe house team and lone work to ensure a safe and supportive environment for victims of slavery and trafficking. Please note that this role will include lone working.
Pay	£9.73 per hour, £93.96 per night.
Hours of work	7 nights and 23 support hours over 4 week rolling rota including evenings, weekends and nights (sleeping). *For example*: Week 1: Monday 6pm-9pm, 9pm-9am, Friday 9pm-9am, Sunday 3.30pm-9pm, 9pm-9am Week 2: Wednesday 6pm-9pm, 9pm-9am Week 3: Monday 6pm-9pm, 9pm-9am, Saturday 3.30-9pm, 9pm-9am Week 4: Wednesday 6pm-9pm, 9pm–9am
Entitlements	Full time staff receive 33 days holiday per year, inclusive of bank holidays Unseen has an opt-out pension scheme.

RESPONSIBILITIES & DUTIES

1. **Engage with Unseen's clients to promote feelings of safety, hope and choice, and to work alongside them to achieve set goals and manage risk plans for the duration of their stay**

1.1. Responsible for directly working with clients to support them both inside and outside the project.
1.2. Responsible for directly working with clients to assist them in achieving their set goals e.g. (attending appointments, assisting with in-house activities, delivering lessons)
1.3. Support clients to access specialist services, other professionals and agencies and work collaboratively as required.

1.4. Responsible for keeping up to date with the client's well-being in line with policy and procedure
1.5. Complete and update risk assessments as required.
1.6. Prepare sessions and deliver activities for clients to engage in.
1.7. Engage with clients to identify the areas of need where they require support and assist them to make effective decisions through the process of 'change'.
1.8. Provide appropriate advice, information & support to clients to support their needs, e.g. (housing, medical, financial, emotional, social and any other areas identified).
1.9. Undertake any other duties as required to maintain the smooth running of the project and service.

2. Ensure high quality service provision and promote best practice in the delivery of 24/7 support and care.

2.1. Responsible for the safety and security of the clients, buildings, grounds and property whilst on duty.
2.2. Welcome and settle all new clients and complete relevant induction paperwork.

3. Work with the both the safe house team and lone work to ensure a safe and supportive environment for victims of slavery and trafficking

3.1. Work as part of the Unseen team to ensure the overall aims and objectives of the project are delivered and achieved.
3.2. Responsible for receiving information at hand-over and passing on all relevant information to work colleagues at the end of each shift.
3.3. Safe use of Unseen's Lone Working process when working independently at the project.
3.4. As part of the Unseen staff team you will be responsible for working with the manager, key workers and other staff to develop, maintain and implement care and support.
3.5. Interact with clients and be involved in the general running of the project.

4. General (all staff)

4.1 Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.

4.2 Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures

4.3 Utilise internal and external supervision regularly

4.4 Identify training needs and undertake appropriate training

4.5 Sign a confidentiality agreement

4.6 Undertake any other duties as required and requested

PERSON SPECIFICATION

	Criteria
	Essential Knowledge, Skills and Experience
1	Significant previous experience in health/social work/working with vulnerable adults.
2	Significant experience of working with clients with complex needs (drug and alcohol issues, mental health diagnosis) to develop and implement support plans and manage risks.
3	Experience of working with support plans, risk assessments and safeguarding
4	Ability to empower and promote informed choice for clients
5	Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.
6	Understanding of the support needs of individuals who have been trafficked
7	Understanding of the National Referral Mechanism
8	A good understanding of and an awareness of the rights and entitlements (including immigration, housing and benefits legislation) of trafficked persons, asylum seekers and refugees
9	Experience of delivering and facilitating group work sessions
10	Experience of writing reports and supporting letters for clients
	Skills and Abilities
11	Ability to work professionally & collaboratively with internal team as well as external agencies
12	Excellent time management, record keeping, communication and interpersonal skills
13	Ability to utilise supervision effectively
	Values
14	Commitment to social justice issues and the restoration of vulnerable people
15	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	Other
16	Ability to demonstrate resilience and work under pressure
17	Willing to work flexibly, to work outside core office hours (evenings and weekends), to travel and to be part of the on-call rota
	Desirable
18	Experience of working in safe house/refuge projects
19	Relevant qualification
20	Speaking a second language