

RIO Support Worker 22.5 hours per week, Permanent contract	
Location	Unseen's RIO service offices
Reports to	RIO Manager
Purpose	<p>Unseen directly support survivors of trafficking; men, women and children.</p> <p>Unseen's Resettlement Integration and Outreach (RIO) service support survivors of slavery in the community. The RIO Support Worker role will be based at within this team.</p> <p>The RIO service is part funded via The Salvation Army and Home Office Contract and other funders. The RIO service provides assistance to survivors under ECAT (Europe Convention on Action against Trafficking of Human Beings) regulations where safe accommodation is not required but are in receiving of support through the National Referral Mechanism. This service is provided for up to 45 days or until a conclusive ground decision of the trafficking claim is reached. The service also provides resettlement support to survivors who have received a positive decision to their trafficking claim and wish to stay in the UK or return home.</p> <p>The aim of this role is to ensure that potential victims of trafficking get access to the services, assistance and support that they are entitled to and that they need in order to begin the process of recovery from their experiences. This role aims to prevent homelessness, to assist with integration into local communities, to assist with finding employment and education and to support general day to day living, taking into consideration individual physical, emotional, practical needs.</p> <p>The RIO support worker will:</p> <ol style="list-style-type: none"> 1. Manage their own caseload, working to support plans, in partnership with their clients; 2. Be responsible for day to day service provision, ensuring victims get access to the services and support they need 3. Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors 4. Work with the RIO Team to deliver a range of support to vulnerable adults across the South West.
Salary Range	PP 21-24 commencing at £24155 (pro rata).
Hours of work	22.5 hours per week
Entitlements	Full time staff receive 33 days holiday inclusive of bank holidays. Pension scheme.

RESPONSIBILITIES & DUTIES

1. Manage their own caseload of clients

- 1.1. Responsible for delivery of the service to clients with complex needs.
- 1.2. Responsible for managing own caseload.
- 1.3. Responsible for identifying and clarifying level of support needed for individual client.

- 1.4. Responsible for planning how a client will move through the service and eventually exit.
 - 1.5. Responsible for identifying risk and appropriately referring when necessary.
 - 1.6. Responsible for own time management in relation to direct interaction with service users and partners and oversight of caseload.
 - 1.7. Expected to provide an overview of service to all prospective service users and to give them time to consider the service.
 - 1.8. Expected to follow this up with all eligible potential service users.
 - 1.9. Expected to engage with and inspire service users to define their particular areas of need, and support them in making decisions and through the process of change.
 - 1.10. Expected to maintain appropriate boundaries and agreed support goals with service users.
 - 1.11. Expected to provide clients with an overview of their options and provide specialist support, independent information, advice, casework and appropriate advocacy in the areas identified in their needs assessment (housing, medical, financial, emotional, social and any other areas identified by you or the client).
 - 1.12. Attend appointments and meetings with clients as required.
- 2. Responsible for developing and maintaining links with partner agencies**
- 2.1. Responsible for taking referrals of potential new clients.
 - 2.2. Responsible for identifying other agencies where service users may be able to get support and signposting to these appropriately.
 - 2.3. Expected to work with partner agencies and other support staff where needed and appropriate.
- 3. Develop resources for clients' use and support**
- 3.1. Expected to create and source appropriate resources for sessions with service users and to ask for assistance when needed with this
- 4. Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors.**
- 4.1. Responsible for completing all necessary paperwork in a timely manner in relation to service users – risk assessments, support plans, case notes, needs assessments.
 - 4.2. Responsible for the keeping of case files.
 - 4.3. Attend and contribute to case-review meetings, team meetings and meetings with partner agencies
 - 4.4. Encourage client involvement and continually evaluate usefulness of current client involvement processes.
 - 4.5. Expected to monitor service and service users' experience of the service being delivered.
- 5. General (all staff)**
- 5.1. 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.
 - 5.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures

- 5.3. Utilise internal and external supervision regularly
- 5.4. Identify training needs and undertake appropriate training
- 5.5. a confidentiality agreement
- 5.6. Willing to participate in Police operations, which may happen outside of office hours.
- 5.7. Undertake any other duties as required and requested.

PERSON SPECIFICATION

	Criteria
	Essential Knowledge, Skills and Experience
1	Previous experience in health/social work/working with vulnerable adults in a community support capacity
2	Significant experience of working with clients with complex needs
3	Significant experience of managing own case load
4	Experience of writing and monitoring support plans, risk management plans and case notes
5	Ability to empower and promote informed choice for clients
6	Significant experience of advocating on behalf of clients
7	Previous experience of lone working
8	Understanding of the support needs of individuals who have been trafficked
9	A track record of successfully developing positive, productive and collaborative working relationships with partner agencies
10	Understanding of the National Referral Mechanism
11	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
12	Experience of evaluating and monitoring impact of service delivery
13	Comprehensive understanding of and commitment to equal opportunities to ensure that equalities and diversity issues are integrated into all aspects of service provision.
14	Experience of writing reports and supporting letters for clients
	Skills and Abilities
15	Ability to work professionally with internal team as well as external agencies
16	Excellent communication and interpersonal skills
17	Excellent time management skills
18	Accurate record keeping
19	Ability to utilise supervision effectively
20	Ability to demonstrate resilience and work under pressure
	Values
21	Commitment to social justice issues and the restoration of vulnerable people
22	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved
	Other
23	As this post involves covering the South West of England, a full driving license and access to a car are essential.