

Bank Support Worker (North Somerset)	
Location	Unseen Men's Safe House
Reports to	House Manager
Purpose	<p>We are currently looking to recruit Bank Support Workers, with experience of lone working, to assist with the delivery of 24/7 care and support at our men's safe-house. Working with the House Manager, Senior Support Workers and other staff, the main focus of this role is to engage with Unseen's survivors to promote feelings of safety, hope and choice and to work directly with them to achieve set goals.</p> <p>There will be an element of lone working involved.</p> <p>Access to a car would be advantageous.</p>
Salary Range	PP12: £9.73 p/h & Sleep in shifts are paid at a flat rate of £93.96 per shift
Hours of work	Casual contract, shifts as and when required. Shift work includes working days, evenings and nights (as a sleep in).
Entitlements	Bank Support Workers accrue an entitlement to paid holiday at a rate of 7.242 minutes paid holiday for every one hour worked. Unseen has an opt-out pension scheme.

RESPONSIBILITIES & DUTIES

- Responsible for working directly with survivors, inside and outside the project to assist them achieve their goals (attending appointments, assisting with in-house activities, delivering lessons)
- Responsible for ensuring the safety and wellbeing of the survivors whilst on duty.
- Responsible for the safety and security of buildings, grounds and property during routine checks and for the duration of their shift.
- Responsible for receiving information at hand-over and passing on all relevant information to colleagues at the end of their shift.
- Interact with survivors during your shift and be involved in the general running of the project.
- Welcome and settle-in survivors who arrive at the project while you are on shift, including induction paperwork.
- Complete risk assessments with survivors as required
- Prepare for sessions and deliver activities that survivors can participate in, including life skills, ESOL, computer lessons, self-esteem sessions.
- 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.
- Provide appropriate advice, information & support to service users in the areas identified in their need's assessment and support plans.
- 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.
- Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- Utilise internal and external supervision regularly

- Identify training needs and undertake appropriate training
- Sign a confidentiality agreement
- Undertake any other duties as required and requested

PERSON SPECIFICATION

	Criteria
	Essential Knowledge, Skills and Experience
1	Experience of lone working
2	Previous support work experience in social care, social work or in a residential setting
3	Experience of working with support plans, risk assessments and case notes
4	Knowledge of the National Referral Mechanism for victims of human trafficking and modern slavery
5	Understanding of issues affecting survivors of human trafficking and the needs of those impacted by having been exploited, trafficked and/or enslaved.
6	Ability to cope with emotionally demanding and stressful situations
7	Ability to work using own initiative, prioritise own workload, willingness to lead on pieces of work and take instruction from manager
8	Understanding of the safety and security issues surrounding safe housing
9	Ability to think creatively/problem solve AND ability to research/investigate solutions
10	Good communication and interpersonal skills
	Values
11	Commitment to social justice issues and the restoration of vulnerable people
	Other
12	Ability to utilise supervision effectively
13	Good attendance record
14	Good time-keeping
15	Willing to work flexibly, to work outside core office hours (evenings and weekends) and to travel to appointments