

<b>Trainee Support Worker</b> <b>15 hours per week</b> <b>18 months fixed term contract</b>	
<b>Location</b>	Unseen's RIO service offices
<b>Reports to</b>	RIO Manager
<b>Purpose</b>	<p>Unseen directly support survivors of trafficking, men, women and children. The Trainee Support Worker role will be based at Unseen's Resettlement Integration and Outreach (RIO) offices and will involve working out in the community and across other Unseen services.</p> <p>The RIO service is part funded via The Salvation Army and Home Office Contract and by funders. The RIO service provides assistance under ECAT regulations for those who are not requiring or wanting safe accommodation, but are in the National Referral Mechanism and needing support. This service is funded for up to 45 days or until a conclusive ground decision 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 offer people with no previous experience to receive sector specific training to support the existing RIO team to deliver an excellent standard of support to our client group. Trainee Support workers will be required to complete a comprehensive induction programme as well as complete a course of study at City of Bristol college. The specified course of study will be funded by Unseen as part of this role. Failure to meet college attendance requirements will result in Unseen seeking to recover the cost of the course.</p> <p>The trainee support worker will then put their knowledge and skills into practice to enable survivors of human trafficking and modern slavery to access appropriate services and support. The service 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 physical, emotional, practical and mental needs and well-being.</p> <p>The trainee support worker will:</p> <ol style="list-style-type: none"> <li>1. Complete a course of study at City of Bristol College and Unseen induction programme.</li> <li>2. Work directly with survivors to achieve goals set out on their individually tailored support plans.</li> <li>3. To keep accurate records and ensure clear communication within the team and wider organisation.</li> <li>4. Undertake any other duties as required to maintain the provision of the service across the South West.</li> </ol>
<b>Salary Range</b>	£8.21 per hour (if 25 or over) £7.70 (aged 21-24). National Minimum Wage
<b>Hours of work</b>	15 hours per week over 2 days (18 months fixed term contract)
<b>Entitlements</b>	Full time staff receive 33 days inclusive of bank holidays. Part time staff's annual leave is calculated pro-rata. Pension scheme.



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## **RESPONSIBILITIES & DUTIES**

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### **1. Complete a course of study at City of Bristol college and Unseen induction programme.**

- 1.1. With support, prepare for application and interview to enroll on course of study at City of Bristol College.
- 1.2. Complete Unseen's programme of core training.
- 1.3. Visit stakeholders and partner agencies to learn about their work in relation to our client group.

### **2. Work directly with survivors to achieve goals set out on their individually tailored support plans**

- 2.1 To work in conjunction with RIO Managers and RIO Key Workers.
- 2.2 To work in a person-centered way, informing and empowering survivors to make their own decisions to promote feelings of safety, hope and choice.
- 2.3 To assist survivors to access local services and community groups.
- 2.4 To attend appointments with survivors where required, while promoting independence.
- 2.5 Support survivors to establish safe support networks independent of Unseen.

### **3. To keep accurate records and ensure clear communication within the team and wider organisation**

- 3.1 Work in conjunction with survivors and colleagues to develop and update support plans.
- 3.2 Review and update risk management plans as required.
- 3.3 Update client records and case-notes at the end of each session.
- 3.4 Keep data records up to date for monitoring and evaluation purposes.
- 3.5 Attend team meetings.

### **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 supervision regularly.
- 4.4 Sign a confidentiality agreement.



## PERSON SPECIFICATION

	Criteria
	<b>Essential Knowledge, Skills and Experience</b>
1	Good level of spoken and written English
2	Good numeracy skills
3	Strong IT skills including experience of common Microsoft Office packages, e.g. Word, Excel, Outlook and other IT software
4	Some experience of supporting or helping others
5	The ability to learn new skills and a commitment to learning both in the workplace and an educational setting
6	Ability to work professionally with internal team as well as external agencies
7	Excellent communication and interpersonal skills
8	Excellent time management skills and ability to prioritise tasks
9	Accurate record keeping
10	Ability to utilise supervision effectively
11	Ability to demonstrate resilience and work under pressure
	<b>Values</b>
12	Commitment to social justice issues and the restoration of vulnerable people
13	An understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved