

Modern Slavery Accommodation Support Officer Unseen	
Location	Accommodation Services (Bristol & North Somerset)
Reports to	Support Services Managers
Purpose	<p>Unseen directly supports survivors of trafficking and modern slavery and is part of the Government's Victim Care contract to provide services to this group of vulnerable adults. Survivors are supported both in Unseen safehouse accommodation and in the community.</p> <p>The Accommodation Support Officer (ASO) role will be based at one or both of Unseen's two accommodation projects (men and women's safe house) and travel between the locations is to be expected (North Somerset & Bristol area). Location will be agreed with the post holders and this may depend on lone working, shift patterns and the gender of applicants. The ASO role may be restricted to women only under the Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 at the women's safe house. Both male and female ASOs may work at the men's safe house.</p> <p>Most Unseen service users will be in the National Referral Mechanism and accessing their ECAT entitlements to accommodation, legal support, medical assistance, psychosocial support, financial support and education/training. This service is funded for up to 45 days or up until the point that a conclusive ground decision is made. Please refer here to service user journey below to see the process survivors go through.</p> <p>The aim of this role is to fulfil our obligations under the victim care contract by ensuring that potential victims of trafficking are accommodated in appropriate and safe accommodation and that they are supported to access the support need in order to begin the process of recovery from their experiences.</p> <p>This role aims to ensure all service users arriving to accommodation projects are welcomed, orientated and settled into their new home and supported whilst living within the safe house.</p> <p>The frontline service team consists of this role (based at accommodation projects), mobile caseworkers who are responsible for case management with individual service users across all support services, and service managers.</p> <p>The ASO will:</p> <ol style="list-style-type: none"> 1. Be responsible for day to day health and safety of the accommodation provision 2. Be responsible for the safety, risk management and security of service users whilst on shift 3. Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors 4. Work collaboratively as part of Unseen's service team to deliver a range of support to vulnerable adults across the South West.
Main Contacts	<ul style="list-style-type: none"> • Service users • Unseen Caseworkers and Manager • Wider Unseen staff team • External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army
Salary	<ul style="list-style-type: none"> • £9.92 per hour
Hours of work	<ul style="list-style-type: none"> • Rolling rota pattern

	<ul style="list-style-type: none"> • Includes weekend work which will be scheduled across a rolling two or four-week rota • Shifts are 12pm-10pm. • Lone working for elements of shifts
Entitlements	<ul style="list-style-type: none"> • Full time staff receive 33 days holiday per year, inclusive of bank holidays • Enhanced sick pay entitlement • Employer contribution to pension scheme (opt-out scheme) • Childcare vouchers • Bike to work scheme • Speak Up Staff line • Employee Assistance Advice Line • External supervision • TOIL • Lone Working system in place
Conditions of post	<ul style="list-style-type: none"> • Enhanced DBS check will be undertaken as well as baseline security checks (as required by contract with Home Office and Salvation Army) • Maintain confidentiality in respect of service locations and identify of staff and service users • Must fulfil all contractual requirements in place under the Victim Care Contract as outlined in induction and on-going training processes. • Must participate and keep up to date on required training for this post

RESPONSIBILITIES & DUTIES

1. Be responsible for day to day health and safety of the accommodation provision (in line with Unseen policy & contractual requirements)

- a. Responsible for ensuring all safety and security procedures are followed to keep self and others safe.
- b. Responsible for identifying property issues and facilitating routine and emergency maintenance & repairs as required
- c. Responsible for daily health and safety, fire and CCTV checks and ensuring these are completed and that accurate records are maintained.
- d. Responsible for maintaining a safe and secure working and living environment for the Unseen team and service users.
- e. To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.
- f. To ensure that all incidents, accidents or potential hazards are reported and recorded following the Health and Safety Policy.
- g. Responsible for cleaning and tidying of internal and external communal areas
- h. Responsible for preparing and cleaning rooms (for new arrivals & when people leave)
- i. Responsible for securing staff area at end of shift
- j. Responsible for the safety and security of buildings, grounds and property whilst on duty.

2. Be responsible for the safety and security of service users whilst on shift (in line with Unseen policy & contractual requirements)

- a. Welcome and settle all new service users and complete basic relevant induction paperwork ahead of service user meeting their assigned case worker and in line with expected timeframes.
- b. Responsible for taking referrals into the project whilst on shift

- c. Responsible to give every new service user a basic introduction to the property and the guidance for living at the accommodation.
- d. Responsible to promote awareness of Health and Safety amongst service users
- e. Responsible for service user safety overnight before leaving project.
- f. Responsible for assisting service users to manage risk/incidents/safeguarding issues when on site and for recording these accurately as required.
- g. To assist service users with SMART goals set with caseworkers in relation to their support journey.
- h. To assist service users to be ready for support sessions (with Unseen case worker or external appointments – this may involve setting get up times, looking at transport options, re-explaining purpose of various meetings)/
- i. To instigate communal meals and extra activities in the house (film nights, English lessons, games evenings)
- j. To undertake any other duties as required to maintain the smooth running of the project and service.

3. Promote best practice in supporting survivors and monitor impact of the services and outcomes for survivors

- a. Adhere to and work within all Unseen's policies and procedures, Victim Care Standards and the Victim Care Contract schedules and KPIs
- b. Ensure all completed work is recorded and kept up to date following contractual and organisational obligations and requirements **Monitoring and recording of cases happens on a database system*
- c. Contribute to wider Unseen monitoring and reporting requirements as required and requested (for example: fundraising, service user service satisfaction)

4. Work collaboratively as part of Unseen's team to deliver a range of support to vulnerable adults across the South West.

- a. Work as part of the Unseen team to ensure the overall aims and objectives of the service are delivered and achieved.
- b. Ensure information is passed on to individual service user case workers teams in relation to risk, support needs and safeguarding issues that have occurred on shift in line with policy and contractual requirements.
- c. Communicate clearly with case work team and management team and participate in the handover process to communicate information about all service users living in the safe house.
- d. Responsible for receiving information from other team members and service users and acting upon this – referrals, induction to the house, risk, incidents, safeguarding, support needs, activities done, support given.

PERSON SPECIFICATION FOR ACCOMMODATION SUPPORT ROLE

Requirement: Experience		
1	Significant previous experience of working in accommodation-based health/social work/homelessness/vulnerable adult settings	Application form & interview (Point 2 – relevant certificates will be asked for as evidence at interview)
2	Evidence of relevant H&S experience and qualifications & relevant certificates	
3	Significant experience of supporting adults with complex needs	
4	Experience of working with and updating support plans, risk management plans and case notes (using an online database)	
5	Previous experience of lone working and using on-call systems for support	
6	Experience of identifying and responding to with incidents, risk and safeguarding concerns	
7	Experience of using database systems to record and log service user information as required	
8	Experience of assessing & accepting referrals	
Requirements: Skills and Abilities		
	Ability to proactively assess and manage risk and engage service users and colleagues in this process.	Application form and interview task
	Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress	Interview
	Ability to empower and promote informed choice	Application form & interview
	Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.	
	Ability to work in a boundaried, professional and collaborative manner with service users internal team as well as external agencies	Application form & interview task
	Good administration, recording, reporting and monitoring	
	Ability and skills to work as part of a team	Application form & interview
	Ability to follow Unseen policies and procedures and contractual requirements	
Requirements: Knowledge		
	Knowledge of health and safety (specifically in relation to accommodation services)	Application form & interview
	Knowledge of safeguarding frameworks and how and when to follow these	
	Understanding of the support needs of individuals who have been trafficked	
Requirements: Desirable		
	Experience and knowledge of working with people who have been subject to modern slavery / trafficked.	Application form
	Previous experience of CQC and working within the frameworks of such regulatory bodies	Application form & interview
	Knowledge of the rights and entitlements of trafficked persons, asylum seekers and refugees	Interview
	Understanding of the National Referral Mechanism	Interview
	Must hold a full UK driving licence and have a car available for use and insured for business purposes	

SPECIFIC REQUIREMENTS

The Accommodation Support Worker (ASO) will need to have had previous experience in relevant sector or experience of working with vulnerable adults in accommodation-based settings. The post holder will demonstrate a mature, honest, reliable, empathetic and non-judgmental attitude towards service users. This includes non-discriminatory and respect for cultural and religious heritage of all people. The post holder must understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures as well as contractual requirements.

Unseen have previously only opened roles at our women's project to women. As the case worker role is now to be based at Unseen main office and travel to the various projects, we can offer this role to either men or women. It should be noted though that each visit to a women's only project should be effectively risk assessed and male staff should not lone work.

We do still require a balanced staff team in relation to gender to ensure wherever possible we are able to match clients appropriately. The accommodation support officer role is open to both males and females. ASOs will be assigned a primary place of work at either safe house; ASOs with the women's safe house as their defined primary place of work is a role that restricted for females under the Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010. All roles are subject to ongoing satisfactory Disclosure & Barring Service checks and three references.

ADDITIONAL DUTIES

Each of the ASOs employed at Unseen will be assigned a main accommodation project as their primary location for work. It is however expected that this role will work across both accommodation projects (North Somerset & Bristol area). Based on the rota and organisational need it may be that the post-holder is needed to do their shift at a different project. ASOs must be able to travel to projects as needed.

ASOs will be expected to manage any situation (risk/incident/safeguarding). At times this may mean the post holder is required to stay at the property past their shift ending until another staff member/on-call arrives. If this is the case, you will be paid for your time at your hourly rate and offered time off in lieu.

Unseen accept referrals into service 24/7. All of the Unseen frontline team will be responsible for taking referrals into service. Referrals are managed via phone and an online database system and new referrals, once accepted will be allocated to case workers by Service Managers. Unseen will run a duty rota. Case workers will be assigned to referral duty and hold the duty phone during working hours and if on-call. Accommodation Support Officers will be responsible for referrals when on shift and over the weekend.

All Unseen's frontline team are responsible for responding to security breaches, incidents and ensuring subject access requests are fulfilled in line with process and protocol.

All of Unseen's frontline team are expected to attend internal and external supervision sessions, formulation and team meetings as part of their role and professional development.

The post-holder will undertake any other reasonable duties as required and requested.

VALUES AND PRINCIPLES

The post holder is expected to be familiar with and have regard to the values of Unseen and work in respect of the values and mission of the organisation. All Unseen staff must be

prepared to operate within the ethos of the charity and ensure that people of all backgrounds and beliefs are respected.

CONFIDENTIALITY

It is expected that all employees will understand that Unseen's work is confidential and that confidential information must not be divulged. All staff will be required to sign a confidentiality agreement. This obligation will continue even after termination of employment.

TRAINING

Unseen is committed to offering training and support to all employees, as per best practice and contractual requirements. The post holder will be required to attend mandatory training, other training where appropriate, participate in both internal and external supervisions, team meetings and appraisals.

Service User Journey

