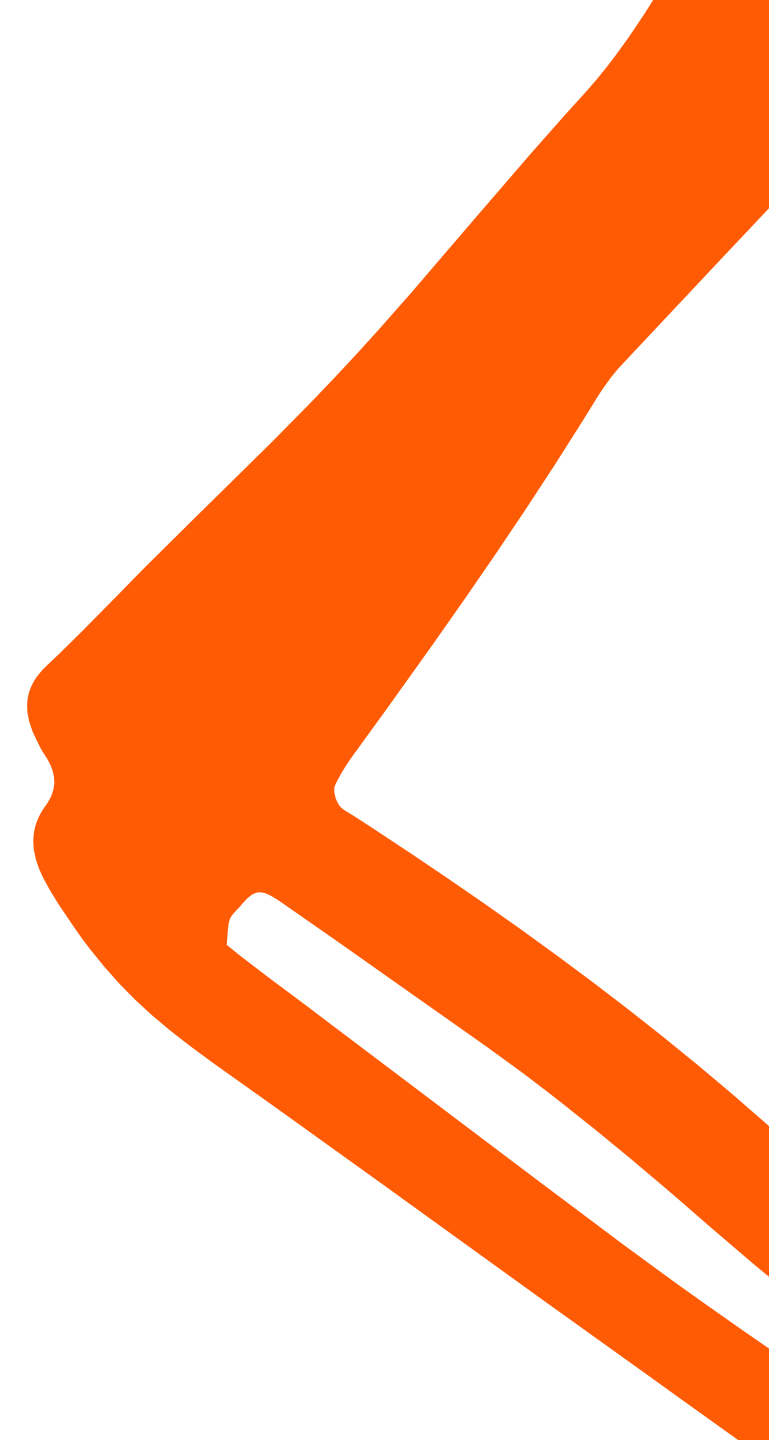




recruitment pack

Accommodation Support Officer

November 2021



Dear Candidate



Thank you for your interest in the role of **Accommodation Support Officer**.

Unseen is a leading UK anti-slavery charity with one aim: to end slavery. We seek to do this through supporting, educating and influencing others. We believe modern slavery is a heinous crime against those most vulnerable in our society. It is an issue that seeps into all walks of life and requires a collaborative effort to prevent it from continuing to destroy the lives of women, men and children across the UK and beyond.

Since its inception in 2008, Unseen has been leading the fight against modern slavery working with stakeholders and partners across the UK, including the UK Government, to bring forward legislation, improve survivor support and strengthen prevention activities.

Our work has never been more important. Despite the ongoing Covid pandemic, Unseen has seen a continuation of vulnerable individuals caught up in a wide range of exploitative situations including young people forced to run and sell drugs, men and women forced to work for little or no pay, and girls, boys, women and men being sexually exploited.

We are looking for an Accommodation Support Officer (ASO) to work at one of Unseen's safe-houses; these are accommodation services for men and women who have been identified as victims of human trafficking and modern slavery. The ASO role is to ensure all health and safety requirements in the safe house are met on a day to day basis and that all house protocols and policies are adhered to. The ASO will also ensure the safety and security of survivors, will welcome and settle in new residents and help survivors with their support plans as they work towards their goals. ASO's will also support the management of risk both at the safehouse and for survivors. ASOs will work to create a friendly and supportive environment for residents with a focus on communal activities with survivors. You will need to demonstrate your ability to fulfil the criteria from the job description.

As an organisation focused on equality and diversity, we welcome applications from survivors of modern slavery, those with diverse backgrounds, cultures, and religion, from black and minority ethnic backgrounds, and those from the LGBTQ+ community.

The deadline for applications is **Thursday 25 November** at midnight and interviews will take place during the week of 29 November.

Andrew Wallis OBE

CEO, Unseen

About us



Founded in Bristol in 2008 by CEO Andrew Wallis Unseen has, over the past 13 years, grown into a leading national anti-slavery charity providing Government-funded services under the Home Office Adult Victim Care Contract and operating the 24/7 UK wide Modern Slavery & Exploitation Helpline.

Using our knowledge and expertise, and coupled with our understanding of grass roots issues through the Helpline, Unseen seeks to influence at the highest levels to effect change. Our goal is to raise awareness and develop an evidence base that supports that call for change.

Our vision

Our vision is simple: a world without slavery. Ultimately, we want to put ourselves out of business.

Our mission

To **support** potential victims and survivors of modern slavery to seek help, access services, recover, rebuild their lives and become independent, reducing the risk of re-exploitation.

To **inform** and educate others, including the public, statutory agencies, governments and corporates to understand modern slavery and how we can collaborate to make the UK intolerant to exploitation and modern slavery practises.

To **influence** policy and decision makers in the UK and overseas to protect the vulnerable and target the perpetrators.

Our strategy

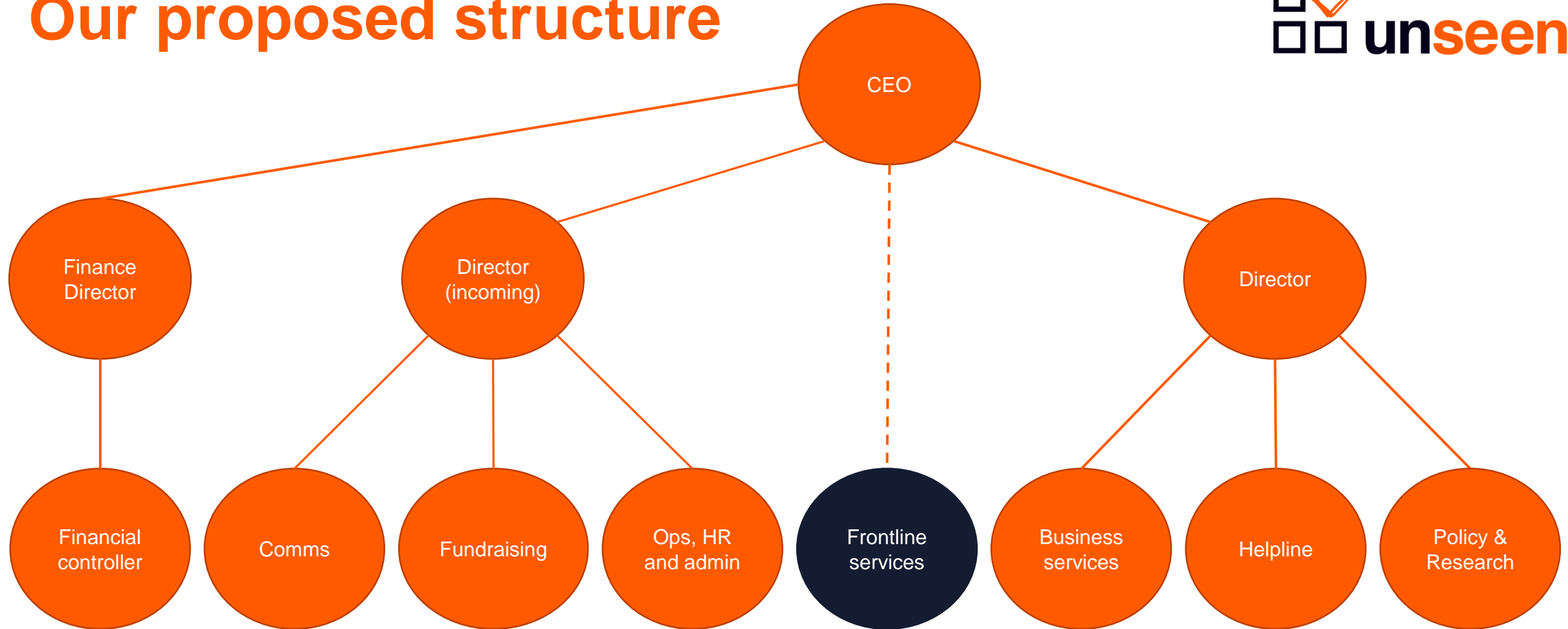


Recognising the difficulties a pandemic would create around the work of Unseen, the senior leadership team introduced a recovery plan in May 2020, which is currently in effect and will run until the end of 2021. The aim of the recovery plan is twofold: to ensure we can maintain our existing services; and to build back strongly from the financial and operational impacts of the pandemic.

Our new five-year strategy will come into effect from January 2022, with five core strands:

- 1 Educate others** More people know about modern slavery and the impact of their buying decisions on the lives of others. By 2027, we want to have trained and raised awareness of more than 1 million individuals.
- 2 Support services** Continue to provide helpline and direct support services that meet the needs of individuals. By 2027, we want to have answered more than 50,000 calls and contacts into the Helpline, indicating more than 20,000 potential victims.
- 3 Business Services** Support businesses to effect behaviour change, increase understanding and change practice so that fewer workers are at risk of exploitation. By 2027, we want to be reaching 20,000 businesses and partnering with more than 500.
- 4 Policy development** By 2027, we aim to have in place a strengthened policy arm of the charity to influence evidence-based change, utilising data from the Helpline and our work with businesses.
- 5 Optimise operations** To achieve all of our aims and aspirations we will optimise and streamline our internal operations to deliver quality outputs for survivors and value for money for those who financially support us.

Our proposed structure



The Accommodation Support Officer will report directly to a Support Services Manager and will form a key part of Unseen's Frontline Services team.

Accommodation Support Officer



Location	Accommodation Services (North Somerset)
Salary	£9.92 per hour
Hours	Part time: 66.5 hours over a 2 week rota. Shifts spread across weekdays and weekends.
Reports to	Support Services Manager
Entitlements	Full-time staff receive 33 days holiday inclusive of bank holidays. Part-time staff will receive pro-rata equivalent. Unseen has an opt-out pension scheme. Clinical supervision is available and a full and ongoing training package.

The Accommodation Support Officer will be based at our safehouse accommodation (North Somerset) and primary purpose will be to provide survivors with high quality support for those living in our safehouse accommodation.

Responsibilities will primarily consist of:

1. Responsible for day to day health and safety of the accommodation provision in line with Unseen policy & contractual requirements.
2. Responsible for the safety and security of survivors in line with Unseen policy & contractual requirements.
3. Promote best practice in supporting survivors and monitor impact of the services and outcomes
4. Work collaboratively as part of Unseen's team to deliver a range of support to survivors across the South West.

At other organisations, this role may be known as Support Worker.

Key responsibilities and tasks



1. Responsible for day to day health and safety of the accommodation provision

- 1.1. Responsible for ensuring all safety and security procedures are followed to keep self and others safe.
- 1.2. To participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact.
- 1.3. Responsible for identifying property issues and facilitating routine and emergency maintenance & repairs as required
- 1.4. Responsible for daily health and safety, fire and CCTV checks and ensuring these are completed and that accurate records are maintained.
- 1.5. Responsible for preparing rooms for new arrivals and when survivors leave.

2. Responsible for the safety and security of survivors in line with Unseen policies

- 2.1. Welcome survivors to the safehouse and complete relevant induction paperwork ahead of survivors meeting their assigned case worker and in line with expected timeframes.
- 2.2. Responsible for taking referrals into the project whilst on shift
- 2.3. Responsible to promote awareness of Health and Safety amongst service user
- 2.4. Responsible for assisting service users to manage risk/incidents/safeguarding issues when on site and for recording these accurately as required.
- 2.5. To assist service users with SMART goals set with caseworkers in relation to their support journey
- 2.6. To lead on in house activities such as communal meals, film nights, English lessons, games evenings to promote social cohesion and build positive relationships.

Key responsibilities and tasks



3. Promote best practice in supporting survivors and monitor service impact

- 3.1. Adhere to and work within all Unseen's policies and procedures, Victim Care Standards and the Victim Care Contract schedules and KPIs
- 3.2. Ensure all completed work is recorded and kept up to date following contractual and organisational obligations and requirements *
- 3.3. 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 survivors across the South West

- 4.1. Work as part of the Unseen team to ensure the overall aims and objectives of the service are delivered and achieved.
- 4.2. 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.
- 4.3. 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.
- 4.4. 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



Essential Knowledge, Skills and Experience	
1	Experience of working in accommodation-based health/social work/homelessness/vulnerable adult settings
2	Experience of working with and updating support plans, risk management plans and case notes (using an online database)
3	Experience of identifying and responding to with incidents, risk and safeguarding concerns
4	Experience of using database systems to record and log service user information as required
5	Ability to proactively assess and manage risk and engage service users and colleagues in this process.
6	Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress
7	Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.
8	Ability to work in a boundaried, professional and collaborative manner with service users internal team as well as external agencies
9	High level of administration, recording, reporting and monitoring skills
Desirable Knowledge, Skills and Abilities	
10	Experience and knowledge of working with people who have been subject to modern slavery / trafficked.
11	Previous experience of CQC and working within the frameworks of such regulatory bodies
12	Knowledge of the rights and entitlements of trafficked persons, asylum seekers and refugees
Values	
13	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
Other	
13	Must hold a full UK driving licence and have a car available for use and insured for business purposes
14	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).

A SNAPSHOT

...our numbers

Unseen's mission is to end slavery by informing others, equipping stakeholders and influencing decision makers

2008

The year Unseen was established

63,000

The number of incoming and outgoing calls received and made by the Modern Slavery & Exploitation Helpline operated by Unseen, in its first five years

84

The approximate number of staff members and bank staff employed by Unseen

477

Total number of survivors supported by Unseen through accommodation and outreach support between 2011 and 2020

£2,321,534

Unseen's total income in 2020, as reported



Registered charity number 1127620 • Unseen UK is a registered Limited company in England.
Registered company number 06754171

unseen.org