



recruitment pack
Caseworker

About Us

Unseen is a UK charity with its head office in Bristol. We provide safehouses and support in the community for survivors of trafficking and modern slavery and operate the 24/7 UK wide Modern Slavery & Exploitation Helpline. We also work with individuals, communities, business, governments, other charities and statutory agencies to end slavery for good.

Our vision

Our vision is simple: a world without slavery. We aim to transform society's response so all can live in a world free from such abuse and exploitation.

Our mission

We're working to end modern slavery by empowering, equipping and influencing others to bring about positive and transformational change.

By **empowering** and supporting survivors through our specialist services we can enable them to recover safely and develop resilient, independent lives.

We identify key slavery and exploitation issues, and **equip others** with effective solutions through advice and training.

We use our experience, research and survivor stories to **influence** society and push for change in legislation, policy, business practice and consumer choices.

Our strategy

Educate society

Provide tangible solutions for individuals, communities, and organisations to be effective in their personal and professional lives in relation to tackling modern slavery

Business engagement

Positively affect business behaviour by driving up standards to mitigate forced labour/ modern slavery by increasing awareness, engagement, transparency and promoting continuous improvement.

Support services

Influence and improve support systems locally, regionally, and nationally, whilst continuing to deliver services that empower and increase resiliency for those who have been exploited.

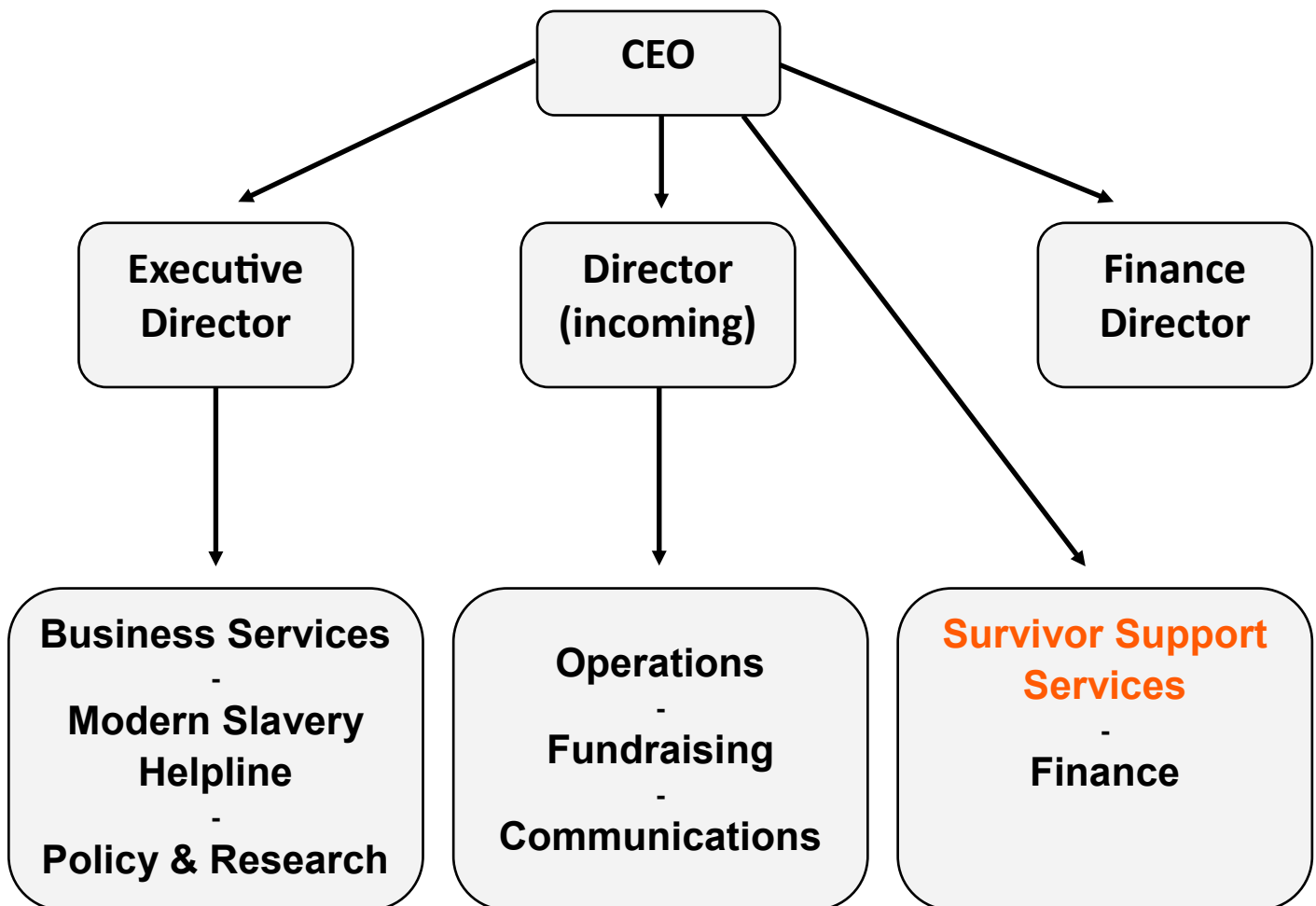
Policy, legislation and operational change

Influence policy, legislation, and operational practice in the UK and overseas to ensure tackling modern slavery remains a priority, being evidence-led by using our unique helpline data.

Organisational sustainability and optimisation

We will routinely review our internal processes and structure to ensure capacity and capability is optimised. We will consistently strive to achieve value for money. We will continue to prioritise funding ensuring our support services benefit the most from our activities.

Organisational Structure



The **Caseworker** role will report to the Support Service Manager. You will be joining a growing, committed, and energetic team as we look to improve the quality of our service delivery and grow the reach of survivor involvement in our organisation. Full and on-going training and supervision is provided.

Our values

Collaborative: We recognise the advantages in combining our expertise with the contributions of others. We seek to build lasting partnerships to support, challenge and deliver the changes we are aiming for.

Honourable: We see the best in people and promote an environment of respect for each other and our partners. We are straightforward, trustworthy and truthful in all our work.

Ambitious: We want to go as far as possible. We strive for the highest standards in all we do, pushing for change, looking for solutions. Our conduct, treatment of others and provision all aim to exceed expectations.

Dynamic: We are motivated to deliver results that change lives. In order to drive solutions forward, we embrace innovation, boldness and positivity.

Insightful: We are knowledgeable, informed and up-to-date. Thoroughly researching issues is a priority for us as the best way we can provide targeted, effective solutions.

Caseworker

Location	Unseen's head office in Bristol with travel to Unseen's Accommodation Services and Outreach provision across the Southwest of England
Salary	£27,301.63 per annum for full time staff (pro-rata for part time staff)
Hours	Full-time 37.5 hours per week Monday to Friday, flexible between hours of 8am and 8pm
Contract type	Fixed-term until January 2025, with the potential to extend
Reports to	Support Service Manager
Key relationships for the role	<ul style="list-style-type: none"> • Survivors • Unseen Caseworkers and Accommodation Support Officers • Wider Unseen management team • Wider Unseen staff team • External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army
Entitlements	<ul style="list-style-type: none"> • 33 days holiday per year, inclusive of bank holidays. An additional day of holiday is awarded at the start of each holiday year up to a maximum of 38 days. • Employer contribution to opt-out pension scheme • Enhanced sick pay entitlement (30 days full pay / 30 days half pay) • Enhanced Maternity and Adoption leave • Staff Wellbeing Programme and flexible working • Employee Assistance Programme provided by Health Assured – counselling (up to 8 sessions) and a range of wellbeing support and resources • Bike to Work Scheme • External supervision • TOIL • Lone Working system in place
Conditions of post	<ul style="list-style-type: none"> • Enhanced DBS check will be undertaken • Maintain confidentiality in respect of service locations and identity of staff and survivors • Must hold a full UK driving licence and have a car available for use and insured for business purposes • Must participate and keep up to date on required training for this post

Caseworker (cont.)

Purpose of the role

Unseen supports survivors of trafficking and modern slavery through our safehouse accommodation, and our outreach team based in the community.

As part of the Victim Care Contract, survivors 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 a minimum of 45 days or up until the point that a conclusive ground decision is made. Please refer to the survivor journey below to see the process.

In addition to this support, Unseen also delivers a program of activities for survivors to access to promote wellbeing, build peer relationships, increase self-confidence, and access new opportunities. These activities are delivered in the community and at both safehouses each month.

Unseen are committed to further developing and embedding our Survivor Involvement Forums into our frontline operations. We run monthly forums where survivors can come together to raise questions and suggest new ideas for service delivery and feed into organization activity. There is also regular opportunity for survivors to input into policy and research projects, and work with partner organisations to improve support for potential victims and survivors. Information regarding these opportunities are shared via our monthly survivor newsletter.

We are currently recruiting two full-time Caseworkers to deliver services to victims of modern slavery and human trafficking who are being supported through Unseen's safe-houses and outreach service. You will be responsible for managing a caseload of clients across Unseen's services and applicants should have experience of supporting clients with complex needs to access services and support to assist their recovery and transition to independent living.

You will be working as a part of Unseen's friendly and committed Support Services Team that provides high quality support services to clients living both in safe house accommodation and in the community. You will work closely with the Support Services Managers and safe-house staff to deliver services in line with best practice and achieve positive outcomes for clients. Full and on-going training, supervision and external supervision will be provided.

Full-time caseworkers will work Monday to Friday between 9am and 5pm but with flexibility to complete contracted hours between 8am and 8pm when this may be necessary. Caseworkers will also participate in the on-call duty rota which will involve evening, weekend and overnight duty, on average 7 days every 10 weeks.

Key responsibilities and tasks

1. Hold and manage own caseload (with service users across multiple sites), developing, reviewing and working to journey and risk plans, in partnership with their clients and their manager;

- a. Responsible for delivery of the service to clients with complex needs across all of Unseen's services (accommodation, outreach, move-on, reach in – as outlined in service user journey).
- b. Responsible for managing own caseload and clients journey through service.
- c. Responsible for identifying and clarifying level of support needed for individual client.
- d. Responsible for planning, conjunction with a service user and the relevant partner agencies how a service will move through the service and eventually exit.
- e. Responsible for identifying and managing risk. Putting appropriate and agreed safeguards and mechanisms in place and making referrals to other agencies as appropriate.
- f. Responsible for regularly reviewing service user milestones and the SMART goals set as part of service user journey planning.
- g. Responsible for own time management in relation to direct interaction with service users and partners and oversight of caseload. Expected to see each service user face to face every second week at a minimum and be in contact with them in between this.
- h. Expected to maintain appropriate, agreed and boundaried support and sessions with service users.

2. Be responsible for day to day service provision, ensuring victims (and their dependents) get access to the services and support they need

- a. Expected to provide service users with an overview of their options and provide specialist support, independent information, signposting, 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).
- b. Expected to ensure that all service users have their ECAT entitlements met and evidence this via journey planning (in timeframes set by the victim care contract).
- c. Attend appointments and meetings with service users as required.
- d. Responsible for directly working with clients to identify their needs, support them to access services and entitlements.
- e. Support clients to access specialist services, other professionals and agencies and work collaboratively as required.
- f. Responsible for being part of the on-call rota and day duty referral process.

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

- a. Adhere to and work within all Unseen's policies and procedures
- b. Adhere to and work within the requirements of the Victim Care Standards
- c. Adhere to and work within the requirements of the Victim Care Contract KPIs
- d. 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*
- e. Contribute to wider Unseen monitoring requirements (for example: fundraising, service user service satisfaction)

Key responsibilities and tasks (cont.)

4. Work collaboratively as part of Unseen's service 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 Accommodation Duty Support teams in relation to risk
- c. Communicate clearly with case work team, duty team and managers about your location and plans to be on site at Unseen projects.

5. General (all staff)

- a. Promote the vision, aims and objectives of Unseen and ensure that all contacts with external people and organisations fully reflect the professional approach of Unseen
- b. Understand and comply with all relevant legislation and adhere to organisational and operational policies, procedures and administrative procedures
- c. Identify training needs and undertake appropriate training as needed

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.

Person Specification

Requirements: Experience	
1	Significant previous experience in health/social work/working with vulnerable adults in community and accommodation settings
2	Significant experience of supporting vulnerable adults with complex needs
3	Experience of working with journey planning, risk assessments and safeguarding processes
4	Significant experience of managing own caseload
5	Experience of accurately recording, reviewing and monitoring journey plans, risk management plans and case notes (using an online database)
6	Previous experience of lone working
7	Experience of keeping accurate records using database systems to record case notes and report on service user progress
8	Experience of setting (in collaboration with service users) SMART goals in relation to their support
Requirements: Skills and Abilities	
9	Ability to proactively assess and manage risk and engage service users and colleagues in this process.
10	Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress
11	Ability to empower and promote informed choice for clients
12	Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.
13	Ability to work professionally & collaboratively with internal team as well as external agencies
14	Good IT skills
15	Good administration, recording, reporting and monitoring
16	Ability to lone work and work on own initiative
17	Ability and skills to work as part of a team
18	Ability to maintain clear boundaries
19	Ability to follow Unseen policies and procedures and contractual requirements
20	Ability to work flexibly, across multiple locations and sometimes outside core office hours and to be part of the duty and on-call rota
Requirements: Knowledge	
21	Understanding of the issues trafficked persons face and the support areas that may be relevant
22	Good knowledge and understanding of the support needs of individuals who have been trafficked
23	Good knowledge of and an awareness of the rights and entitlements (including immigration, housing and benefits legislation) of trafficked persons, asylum seekers and refugees
Requirements: Desirable	
24	Experience and knowledge of working with people who have been subject to modern slavery / trafficked.
25	Understanding of the National Referral Mechanism
26	Relevant qualification & relevant certificates (Fire, Food Hygiene, Emergency First Aid, Health and Safety, Safeguarding)

How to apply

This recruitment pack contains a job description, person specification and other information relevant to this role and its position within Unseen.

To apply:

1. Please complete Unseen's [application form for the role](#), which includes a personal statement of 500 words outlining your suitability for the role, some personal details and equal opportunities questions, and;
2. Please send a copy of your CV to jobs@unseenuk.org with reference to the job title.

Please note: The only information from your application that will be shared with the hiring manager is your personal statement and CV.

The deadline for applications is midnight 3 October 2023. Applicants will be reviewed on a rolling basis until this point. We reserve the right to close the application prior to the closing date if successful candidates are found.

As an organisation focused on equality and diversity, we welcome applications from all sections of the community we serve including those with lived experience of modern slavery, those with diverse backgrounds, cultures, and religion, people of colour, those with disabilities and those from the LGBTQ+ community.

Any questions, please contact jobs@unseenuk.org.



**Thank you for your interest in working
with Unseen to achieve our vision of a
world without slavery.**