



**Bank Support Worker  
(North Somerset or South  
Gloucestershire)**

## 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.

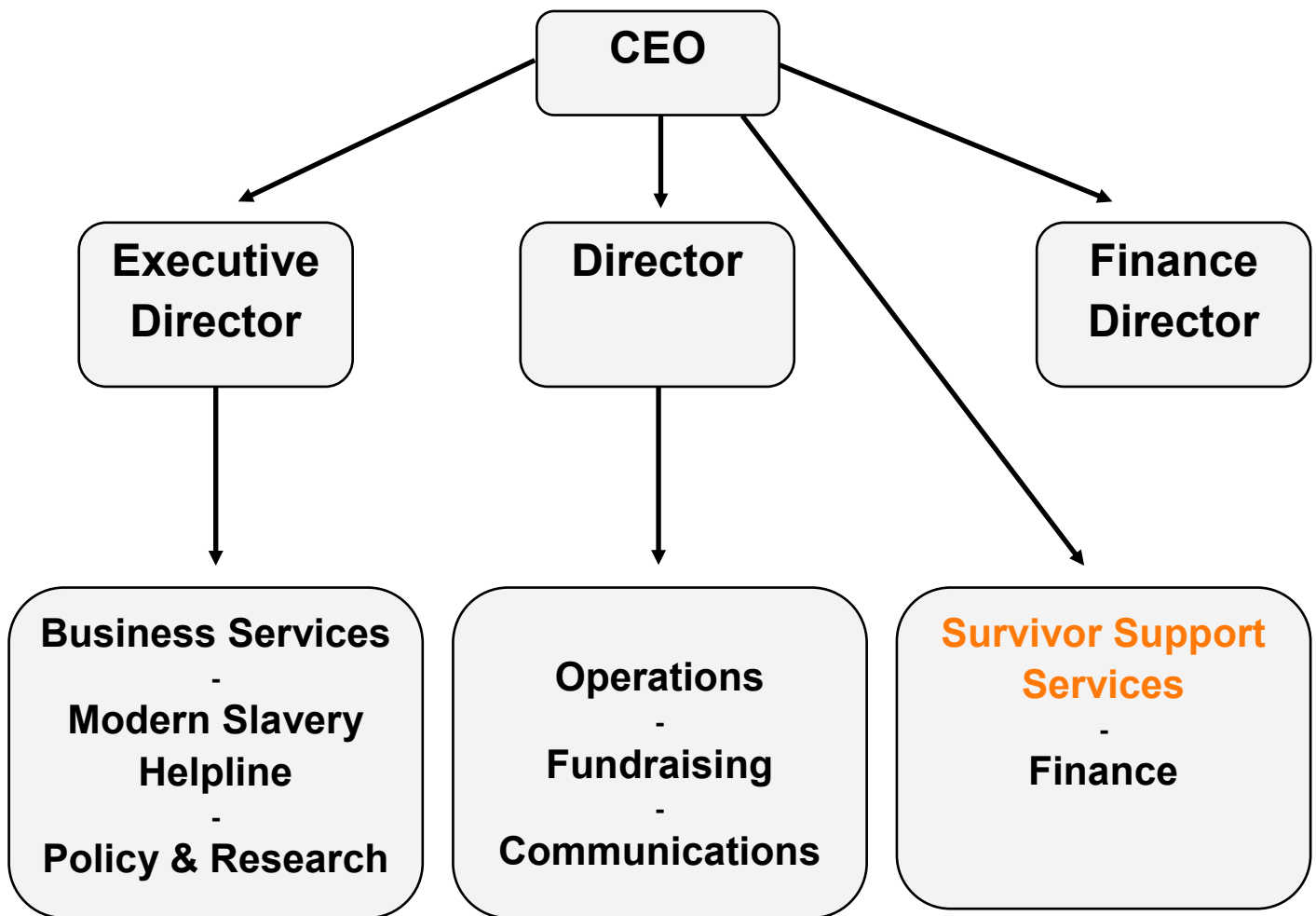
##### Policy, legislation and operational change

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.

## Our Organisation and Values



The **Accommodation Support Officer** role will report directly to the Support Service Managers. 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.

## Bank Support Worker

<b>Location</b>	Accommodation Services (North Somerset or North Bristol)
<b>Salary</b>	£12.41/Hour
<b>Employment type</b>	Casual Work.
<b>Hours</b>	In this role there is no obligation on the organisation to provide you with work. The organisation cannot always predict the exact staffing levels it will require and as such requires casual workers because of the fluctuating demands of work
<b>Work pattern</b>	Each engagement is either 9 am—7 pm or 11 am—9 pm with an unpaid 30 minute break (9.5 hours paid). Engagements are required any day of the week Monday—Sunday.  Engagements will be offered in advance by the Support Service managers and will be confirmed in writing.
<b>Reports to</b>	Support Services Manager
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Survivors of Modern Slavery</li> <li>• Caseworkers</li> <li>• Accommodation Support Officers</li> </ul>
<b>Other entitlements</b>	<ul style="list-style-type: none"> <li>• Payment for shifts falling on bank/public holidays will be at 1.5 times your normal rate of pay.</li> <li>• Clinical supervision is available.</li> <li>• Employee Assistance Programme provided – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources.</li> <li>• Lone Working system in place.</li> <li>• Speak Up Staff line.</li> </ul>
<b>Conditions of post</b>	<ul style="list-style-type: none"> <li>• Must have the right to work in the UK</li> <li>• Enhanced DBS check will be undertaken</li> <li>• Maintain confidentiality in respect of service locations and identity of staff and survivors</li> <li>• Participate and keep up to date on required training for this post</li> </ul>



## Accommodation Support Officer (cont.)

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 Unseen's safehouses each month.

This role will be working as 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 Accommodation Support Officers, Support Services Managers and caseworkers to deliver services in line with best practice and achieve positive outcomes for clients. Full and on-going training and supervision will be provided.

### **Purpose of the role**

The Organisation requires casual workers (**Bank Staff**) because of the fluctuating demands of the business.

The Bank Support Worker (Safehouse Support Worker) will be based at our safehouse accommodations in either North Somerset or North Bristol and the primary purpose will be to provide survivors with high quality support and oversee the day to day operation and maintenance of the safe houses in support of the Accommodation Support Officers.

### **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. Provide survivors with immediate care and holistic support.
4. Creating a strong community within the safe houses that enable survivors to feel safe.

Unseen UK actively promotes equality, diversity and inclusion. We match our needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

# Key responsibilities and tasks

## 1. Responsible for day to day health and safety of the accommodation provision in line with Unseen policy & contractual requirements.

- 1.1. Welcome survivors to the safehouse and complete relevant induction paperwork in line with expected timeframes.
- 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 maintenance issues and facilitating routine and emergency repairs as required.
- 1.4. Responsible for daily health and safety checks, 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 policy & contractual requirements.

- 2.1. Responsible for ensuring all safety and security procedures are followed to keep self and others safe, whilst promoting awareness of Health & Safety amongst service users.
- 2.2. Responsible for taking referrals into the project whilst on shift.
- 2.3. Responsible for assisting service users to manage risk/incidents/safeguarding issues when on site, and recording these accurately as required.
- 2.4. To assist service users with SMART goals set with Case Workers in relation to their support journey.

## 3. Provide survivors with immediate care and holistic support.

- 3.1. Adhere to and work within all of 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. Creating a strong community within the safe houses that enable survivors to feel safe.

- 4.1. Where appropriate liaise with Accommodation Support Officers and Case Workers in relation to risk, support needs and safeguarding issues that have occurred on shift, in line with policy and contractual requirements.
- 4.2. Participate in the handover process to communicate information about all service users living in the safe house. Communicating with management Accommodation Support Officers and Case Workers where necessary.
- 4.3. 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.
- 4.4. To lead on in house activities such as communal meals, film nights, English lessons, games evenings to promote social cohesion and build positive relationships.

## 5. General (all staff)

- 5.1. 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.
- 5.2. Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

# Person Specification

Essential Knowledge & Experience	
1	Ability to proactively assess and manage risk and engage service users and colleagues in this process.
2	Ability to use database systems to record and log service user information as required
3	Ability to identify and respond to incidents, risk and safeguarding concerns
4	High level of administration, recording, reporting and monitoring skills
5	Ability to follow organisational guidelines to deliver health and safety and risk assessed routines
6	Ability to communicate to all levels within the organisation using multi channel systems
7	Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress
8	Ability to cope with emotionally demanding and stressful situations and demonstrate resilience.
9	Ability to work in a boundaried, professional and collaborative manner with service users, internal team and external agencies
10	Ability to plan and deliver a range of community building activities for service users
Desirable Knowledge, Skills and Abilities	
1	Experience of working with and updating support plans, risk management plans and case notes (using an online database)
2	Experience of working in accommodation-based health/social work/homelessness/vulnerable adult settings
3	Experience and knowledge of working with people who have been subject to modern slavery / trafficked.
4	Previous experience of CQC and working within the frameworks of such regulatory bodies
5	Knowledge of the rights and entitlements of trafficked persons, asylum seekers and refugees
Values	
1	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
2	Commitment to social justice issues, equalities and the restoration of vulnerable people
3	Proven understanding of and empathy with the needs of those impacted by having been exploited, trafficked and enslaved.

## 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 approx. 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](mailto:jobs@unseenuk.org) with reference to the job title.

**Please note:** Applications that do not submit a personal statement will not be considered. The only information from your application that will be shared with the hiring manager is your personal statement and CV.

**Deadline:** The Vacancy is a permanent advert and as such has no closing date applicants will be reviewed on a monthly basis.

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.



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