



**recruitment pack**  
**SURVIVOR INVOLVEMENT**  
**COORDINATOR**

## 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.

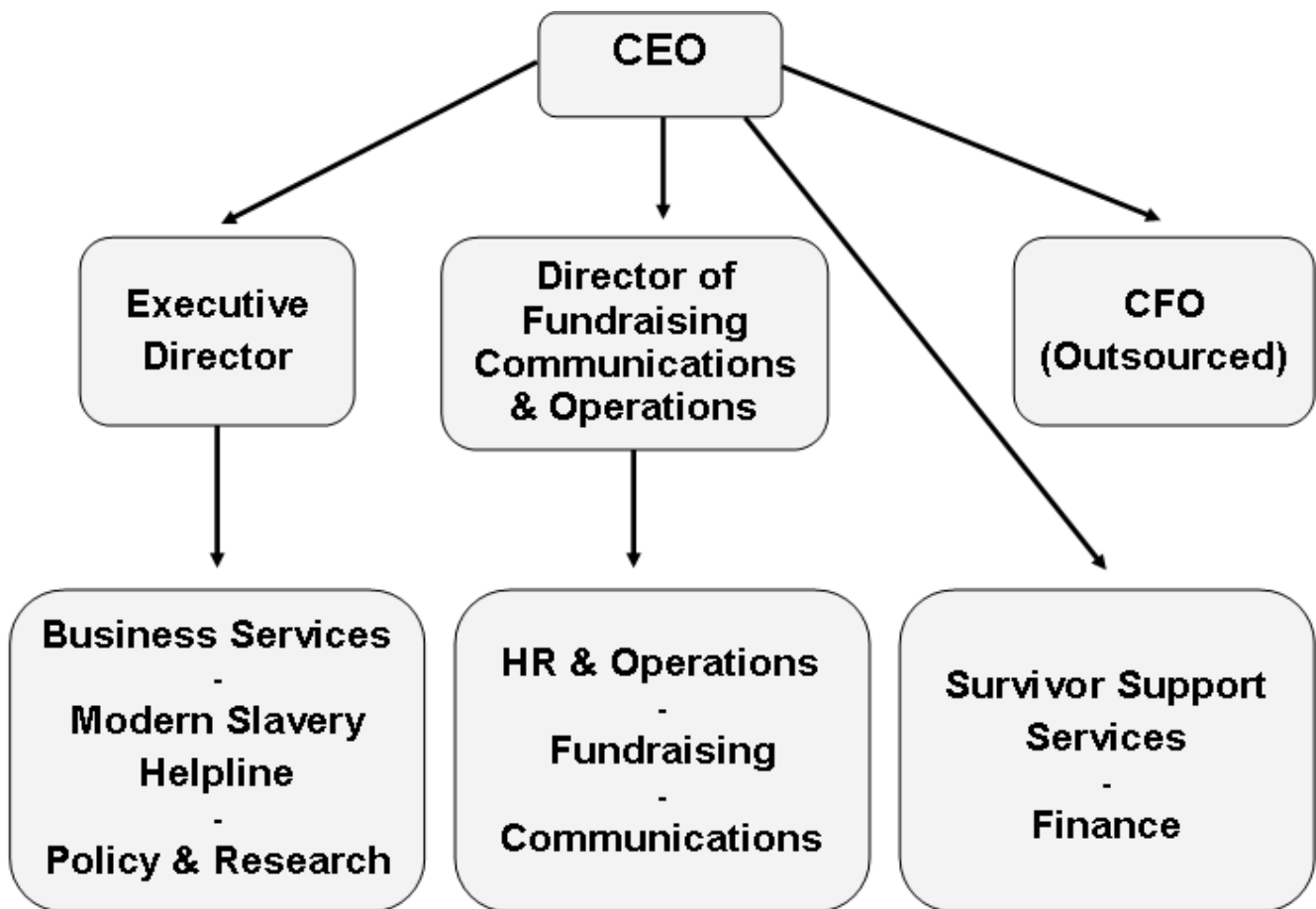
#### Policy, legislation and operational change

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



## 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.

# SURVIVOR INVOLVEMENT COORDINATOR

<b>Location</b>	Unseen's head office in Bristol with ad hoc UK travel (Hybrid approach with some working from home days. A degree of flexibility will be required)
<b>Salary</b>	£14,214.00 per annum (This is equivalent to a full time effective salary of £23,690.00 per annum)
<b>Contract type</b>	Permanent – This role is funded by The National Lottery Community Fund (funding secured until 2029).
<b>Hours</b>	Part-time – 22.5 hours per week (based on a full-time week of 37.5 hours) Hours to be worked Mon-Friday 9am-5pm
<b>Reports to</b>	Policy and Partnerships Manager
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Survivor Consultants</li> <li>• Unseen wider staff teams</li> <li>• Policy &amp; Research team</li> <li>• External agencies and statutory bodies including other NGOs and statutory services</li> </ul>
<b>Requirements of the role</b>	<ul style="list-style-type: none"> <li>• <b>You must have lived experience of modern slavery to apply for this role.</b></li> <li>• Enhanced with List DBS</li> <li>• Right to work in the UK</li> </ul>
<b>Entitlements</b>	<ul style="list-style-type: none"> <li>• 33 days holiday per year (pro-rated equivalent for part time), 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.</li> <li>• Enhanced sick pay entitlement - 30 days full pay / 30 days half pay (pro rata for part time employees) upon successful completion of probationary period.</li> <li>• Long service awards</li> <li>• Pension contributions</li> <li>• Paid Birthday leave</li> <li>• Enhanced Maternity and Adoption leave</li> <li>• Staff Wellbeing Programme and flexible working</li> <li>• Employee Assistance Programme – counselling for individuals (up to 8 sessions) and their families and a range of wellbeing support and resources</li> <li>• Bike to Work Scheme</li> <li>• Speak Up Staff line</li> <li>• Lone Working system in place</li> <li>• Clinical supervision</li> </ul>

## Survivor Involvement Coordinator (cont.)

### The Role Within Unseen

Unseen provides support to people who have experienced Modern Slavery and Human trafficking and actively champions capturing voices in our work and providing development opportunities for those we are working with.

The Policy & Research team are currently leading three projects. The Survivor Involvement Coordinator will support in the delivery of these projects.

This role will work with Unseen's Policy & Research Team and have regular interactions with staff across Unseen's wider teams including Support Services, Fundraising, Media & Communications and Operations.

### Purpose of the role

The postholder will support the collation of lived experience voices into our research work focused on policy impact on what really works to prevent modern slavery. The postholder will work closely with the Policy & Partnerships Manager, the Policy & Partnerships Officer, Senior Caseworkers and Unseen's Survivor Consultant Volunteers and be responsible for supporting and improving our wellbeing activities, survivor voice forum and consultant focus groups.

### Responsibilities Will Primarily Consist of

1. Support the Policy & Partnerships Manager and Policy & Partnerships Officer to deliver training on essential work experience skills across our survivor consultant groups.
2. Support the Policy & Partnerships Manager and Policy & Partnerships Officer to deliver research projects.
3. Co-ordinate guest speakers and topics for the Survivor Involvement Program.
4. Provide Administration support to Policy & Research Team.
5. Feed into team meeting conversations across the organisation on improving opportunities for Lived Experience inclusion.
6. Promote best practice in supporting survivors by collating service user feedback to improve service delivery.
7. Support the senior caseworker in delivering a program of wellbeing activities and to run Unseen's Survivor Forum and provide input to the production of a monthly survivor newsletter.
8. Represent Unseen at speaker events to external stakeholders & present on our work.

**In order to apply for this role, you must have lived experience of modern slavery.**

*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), sex, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.*

## **Key responsibilities and tasks**

### **1. Support in the delivery of research projects**

- Identify and engage stakeholders.
- Support in development of policy recommendations.
- Present research findings to a range of audiences.
- Support in the development of research tools such as questionnaires, interview scripts, focus groups.
- Support in project management of research projects such as planning, mapping, reviewing progress.

### **2. Co-ordinate & support the delivery of training and weekly consultant working group sessions, topics and speakers**

- Support the Policy & Research team with delivery of trainings.
- Responsible for responding to any risks or issues that may impact upon the health and wellbeing of group work participation meetings and reporting these to senior staff as required.
- Responsible for collaborative working with the Policy Officer & Head of Policy & Research on weekly working group topics, training and support.
- Responsible for facilitating and arranging weekly consultant working sessions including coordinating and supporting guest speakers for the sessions..
- Attend weekly consultant working sessions, recording meeting minutes and actions, and ensuring actions are followed up and communicated to the wider organisation where relevant.

### **3. Provide administration support to Policy & Research team**

- Responsible for day to day administration tasks related to survivor consultant groups e.g. collating receipts and dealing with petty cash
- Support the Policy & Research team with ad-hoc administration tasks as required.
- Responsible for managing own workload and for using initiative and seeking support with tasks when required.

### **4. Promote best practice in supporting survivors.**

- Expected to maintain appropriate, bounded support and unbiased sessions with consultants.
- Support the Frontline & Helpline teams with the collection and analysis of service user satisfaction monitoring and improvements.

#### **5. Support the Senior Caseworker to run a program of wellbeing activities, Unseen's Survivor Forum and monthly survivor newsletter.**

- Attend monthly meetings with the Senior Caseworker to discuss the survivor newsletter and Survivor forum to agree topics and focus on continuous improvement.
- Support the Senior Caseworker with planning of the Survivor forum and wellbeing activities.
- Provide input to the production of a monthly survivor newsletter.

#### **6. Represent Unseen at speaker events to external stakeholders & present on our work**

- Jointly and independently present information from Unseen's work at external speaker events.
- Provide regular input to lived experience panels that Unseen sit on.
- Attend meetings with key partner agencies on improving lived experience inclusion in service delivery and modern slavery response.

#### **7. General (all staff)**

- Embody Unseen's values of being collaborative, honourable, ambitious, dynamic and insightful and work in a manner that embodies Unseen's Code of Conduct.
- Identify training needs and undertake appropriate training as needed.

# Person Specification

## Essential Knowledge, Skills and Experience

Lived experience of modern slavery/human trafficking – this can be either in or outside of the UK. Modern slavery can include a range of exploitation and harms. A person with Lived experience is defined as someone with personal experiences of exploitation. You will not be required to disclose details of this.

Experience working in a professional working environment with the ability to maintain clear boundaries and work in an unbiased and accessible, way with vulnerable people.

Ability to communicate in a multi-tiered organisation using a range of different channels and including the ability to present information to different audiences

Good knowledge, understanding and ability to advocate on the issues faced by individuals who have experienced Modern Slavery & Human Trafficking.

Ability to work as part of a team and act professionally & collaboratively with internal team and external professionals including the ability to manage own time and workload

Ability to demonstrate emotional resilience or utilise mental health support tools.

Good Administration and Organisational skills including the ability to record and present minutes

## Desirable Knowledge, Skills and Experience

Experience of working with vulnerable people.

Experience of writing reports.

Experience working on research projects.

Experience of project management activities.

An understanding of safeguarding.

## Values



Commitment to social justice issues and the restoration of vulnerable people.

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 500 words outlining your suitability for the role, some personal details and equal opportunities questions, and;
2. Please also send a copy of your CV to [jobs@unseenuk.org](mailto:jobs@unseenuk.org).

If you are unable to complete the form online, please email [jobs@unseenuk.org](mailto:jobs@unseenuk.org) or call us on 0303 040 2888 and we will send a printable version for you to complete.

**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 6 October 2024.**

**Interviews will likely be held during the week of 14 October 2024.**

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.

References from previous employers will only be contacted after a job offer. If there are valid reasons for this not to be possible, please mention this on your application.

Any questions, please contact [jobs@unseenuk.org](mailto:jobs@unseenuk.org) or call us on 0303 040 2888

A photograph of three diverse women sitting at a table, looking at documents and smiling. The woman on the left is a Black woman with her hair pulled back, smiling broadly. The woman in the middle is a white woman with grey hair, looking down at a document. The woman on the right is a white woman with long dark hair, also looking down at a document. They appear to be in a professional meeting or collaborative work environment.

**Thank you for your interest in working  
with Unseen to achieve our vision of a**