



**recruitment pack**  
**Accommodation Support Officer**  
**(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.

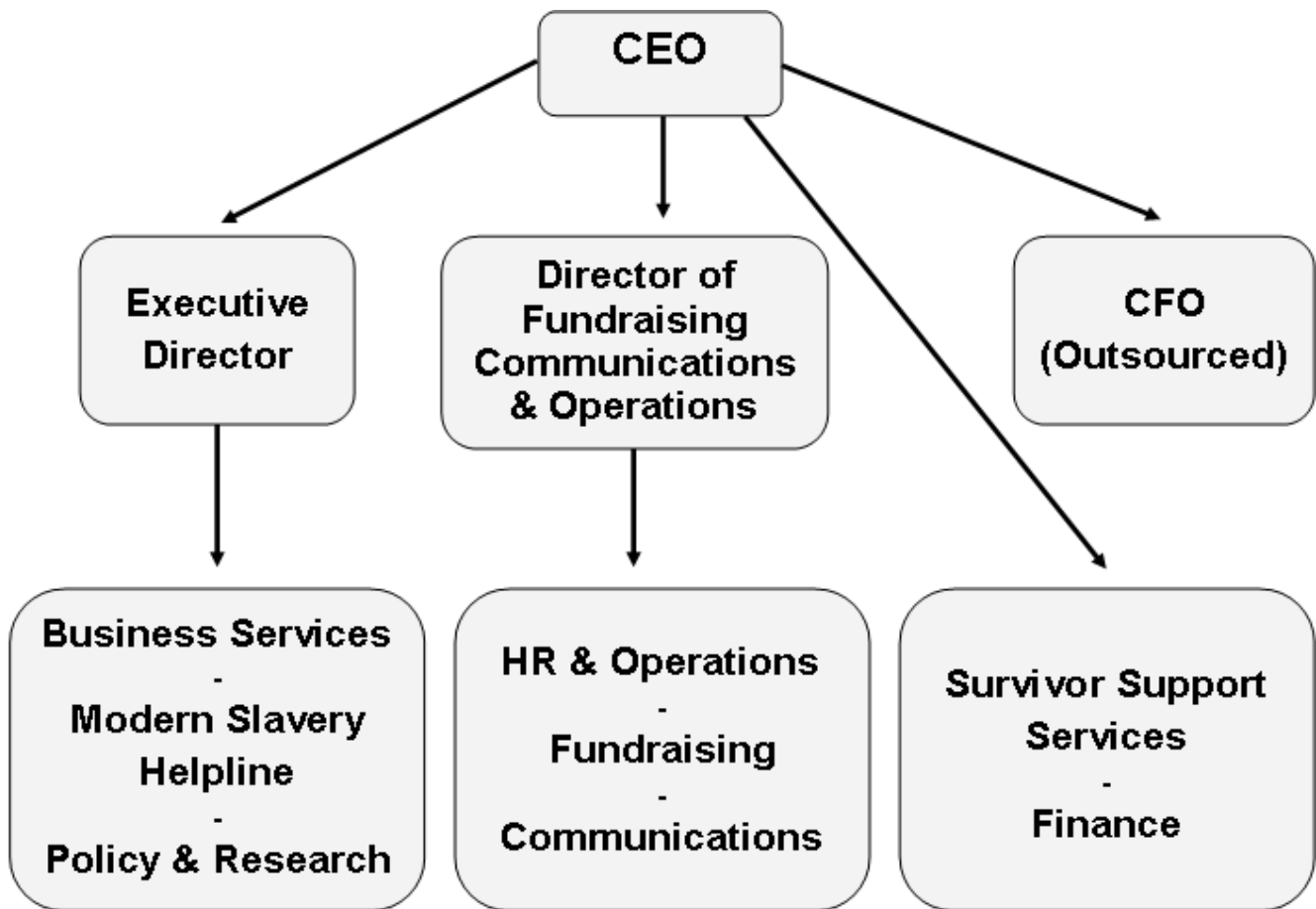
#### Policy, legislation and operational change

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.

## 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.

# Accommodation Support Officer

<b>Location</b>	Accommodation Services (South Gloucestershire)
<b>Salary</b>	£21,474.18 per annum (equivalent to £12.42 per hour, pro-rated for part time hours)
<b>Contract type</b>	Fixed-Term – ending 31 June 2025 with the potential to develop into a permanent role dependent on organisational requirements.
<b>Hours</b>	33.25 hours per week (on average) based on 3 or 4 shifts per week (a total of 7 shifts (66.5 hours) over a rolling 2-week rota, which will include a Saturday shift fortnightly). Please note - this is the maximum weekly hours Unseen offer for this role.
<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>• Unseen Caseworkers</li> </ul>
<b>Requirements of the role</b>	<ul style="list-style-type: none"> <li>• Enhanced with List DBS</li> <li>• Lone Working</li> <li>• Working under the Official Secrets Act</li> <li>• Maintain confidentiality in respect of service locations and identity of staff and survivors</li> <li>• <b>This post is exempt of the Sex Discrimination Act 1975, applicants must be female.</b></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</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>

## Accommodation Support Officer (cont.)

### The Role Within Unseen

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

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 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 Accommodation Support Officer (Safehouse Support Worker) will be based at our safehouse accommodations in South Gloucestershire 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.

### 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.

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

## 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 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 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.

# Person Specification

## Essential Knowledge, Skills and Experience

Ability to proactively assess and manage risk and engage service users and colleagues in this process.

Ability to use database systems to record and log service user information as required.

Ability to identify and respond to incidents, risk and safeguarding concerns.

High level of administration, recording, reporting and monitoring skills.

Ability to follow organisational guidelines to deliver health and safety and risk assessed routines.

Ability to communicate to all levels within the organisation using multi-channel systems.

Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress.

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 and external agencies.

Ability to plan and deliver a range of community building activities for service users

## Desirable Knowledge, Skills and Experience

Experience of working with and updating support plans, risk management plans and case notes (using an online database).

Experience of working in accommodation-based health/ social work/ homelessness/ vulnerable adult settings.

Experience and knowledge of working with people who have been subject to modern slavery / trafficked.

Previous experience of CQC and working within the frameworks of such regulatory bodies.

Knowledge of the rights and entitlements of trafficked persons, asylum seekers and refugees.

## 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.

**Please note this post is exempt from the Sex Discrimination Act 1975, applicants must be female.**

### 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 midnight on 10/11/2024.**

**Interviews will likely be held during the week of 18/11/24.**

*As an organisation focused on equity, diversity and Inclusion, 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.



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