



**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.

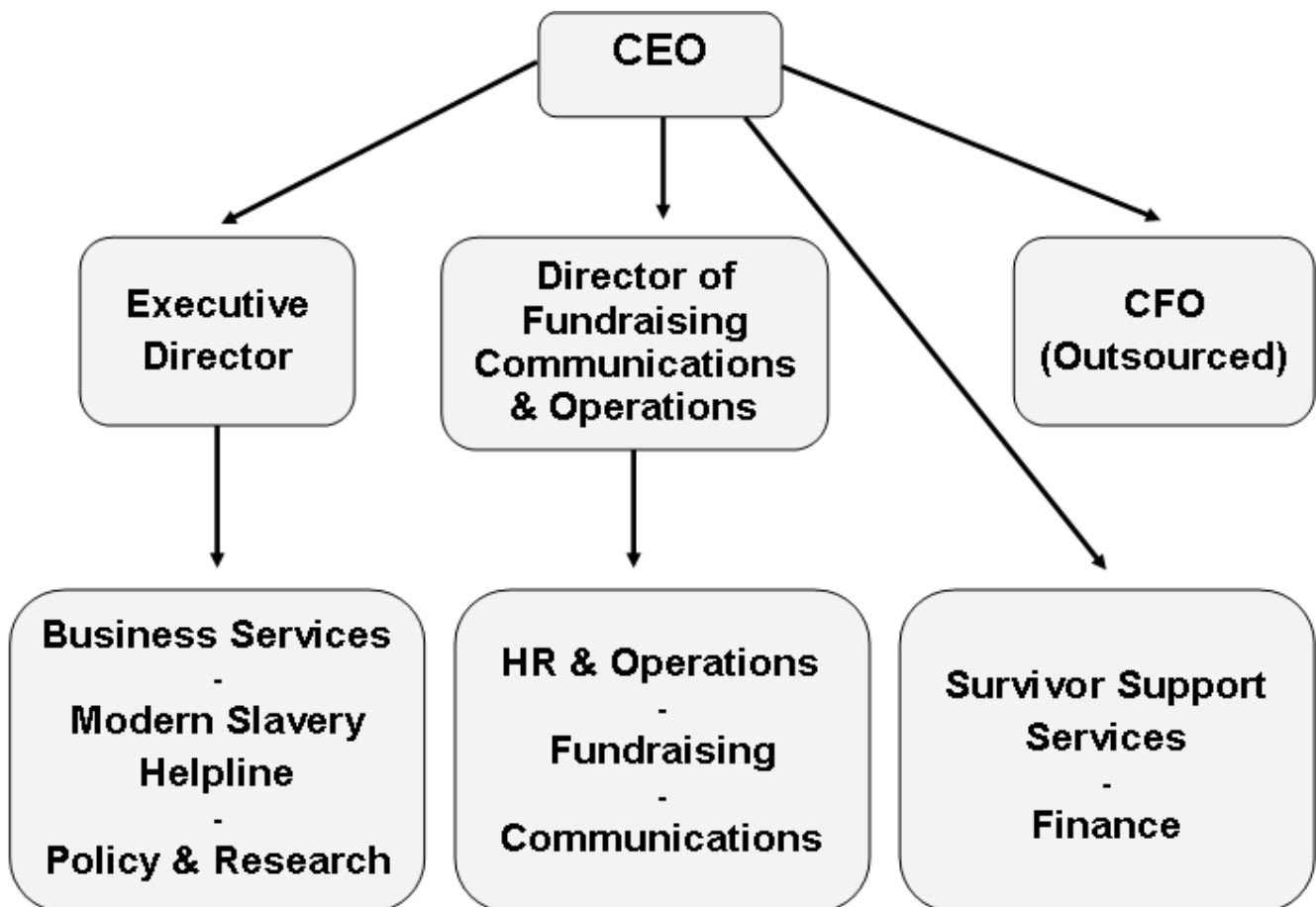
#### Policy, legislation and operational change

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



## 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

<b>Location</b>	Unseen's head office in Bristol with travel to Unseen's Accommodation Services and Outreach provision across the Southwest of England
<b>Salary</b>	£27,301.63 per annum
<b>Contract type</b>	Fixed term (until June 2025)
<b>Hours</b>	Full-time 37.5 hours per week Monday to Friday, flexible between hours of 8am and 8pm
<b>Reports to</b>	Support Service Managers
<b>Key relationships for the role</b>	<ul style="list-style-type: none"> <li>• Survivors of Modern Slavery</li> <li>• Accommodation Support Officers</li> <li>• External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army</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>• Pension contributions</li> <li>• Enhanced sick pay entitlement (30 days full pay / 30 days half pay upon successful completion of probationary period)</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>• Long service awards</li> </ul>

## Caseworker (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. Caseworkers 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.

### Purpose of the role

To work collaboratively as part of Unseen's service team to deliver a range of support to vulnerable adults across the Southwest.

### Responsibilities Will Primarily Consist of:

1. Working with service users (in the community and in safehouses) to identify support needs and creating a journey plan to lead them towards recovery and independence.
2. Working alongside service users to help them complete the goals in their journey plan, ensuring they are aware of their rights and entitlements and advocating for them
3. Identifying and managing risk with service users.
4. Supporting staff and clients at safehouses.
5. Managing own caseload of service users, ensuring all administrative work is clear, accurate and up to date.

*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. 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**

- 1.1. 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).

- 1.2. Responsible for managing own caseload and client's journey through service.
- 1.3. Responsible for identifying and clarifying level of support needed for individual clients.
- 1.4. Responsible for planning, in conjunction with a service user and the relevant partner agencies how a service user will move through the service and eventually exit.
- 1.5. Responsible for identifying and managing risk. Putting appropriate and agreed safeguards and mechanisms in place and making referrals to other agencies as appropriate.

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

- 2.1 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).
- 2.2 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).
- 2.3 Attend appointments and meetings with service users as required.
- 2.4 Support clients to access specialist services, other professionals and agencies and work collaboratively as required.
- 2.5 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**

- 3.1 Adhere to and work within all Unseen's policies and procedures
- 3.2 Adhere to and work within the requirements of the Victim Care Standards
- 3.3 Adhere to and work within the requirements of the Victim Care Contract KPIs
- 3.4 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*

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

41. 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.
42. Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

# 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 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.

Significant previous experience in health/social work/working with vulnerable adults in community and accommodation settings.

Significant experience of managing own caseload.

Previous experience of lone working.

Ability to maintain clear boundaries.

Ability to work flexibly, across multiple locations and sometimes outside core office hours and to be part of the duty and on-call rota.

## Desirable Knowledge, Skills and Experience

Understanding of the issues trafficked persons face and the support areas that may be relevant.

Good knowledge and understanding of the support needs of individuals who have been trafficked.

Good knowledge of and an awareness of the rights and entitlements (including immigration, housing and benefits legislation) of trafficked persons, asylum seekers and refugees.



Understanding of the National Referral Mechanism.

**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).

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

**The deadline for applications is midnight on March 3<sup>rd</sup>, 2024.**

**Interviews will likely be held Interviews the week of March 11<sup>th</sup> either on MSTeams or at our Bristol Head Office.**

*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).



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