



Job profile: Relief Support Worker
Location: London
Reporting to: Services Manager
Job reference no: 0022-70427

Job Purpose:

Within a residential setting, supporting the empowerment of female victims of human trafficking and/or modern slavery, as part of the Catholic Church's response to this issue.

Principal duties and responsibilities

1. To work closely with colleagues contributing to the case load
2. To provide continuing emotional and practical support to aid guests' empowerment
3. To signpost guests to health and wellbeing services contributing to a holistic recovery
4. To support aspects of guests' housing matters including resettlement
5. To assist guests to achieve financial relief through accessing statutory benefit systems and job or volunteering opportunities
6. To gain access to advocacy services and assist guests with asylum, National Referral Mechanism (NRM) and criminal justice processes
7. To work closely with the police during initial protection of rescued victims
8. To participate in maintaining high quality health and safety standards

Person specification: Relief Support Worker
Contract Type: Casual
Salary: £10.45 per hour
Hours of work: 8 hour shifts between 8am and 10pm

EXPERIENCE REQUIRED

Essential criteria:

Significant experience of:

1. Working with vulnerable people, who have been victims of exploitation
2. Working with clients with high support needs in a residential setting

Desirable criteria:

Significant experience of:

1. Working with victims of human trafficking and modern slavery
2. Working with pregnant women and babies

KNOWLEDGE REQUIRED

Essential criteria:

Knowledge and understanding of:

1. The support needs of victims of human trafficking and modern slavery and how these can be met in a residential setting
2. National Referral Mechanism (NRM) and current human trafficking and modern slavery legislation and practices
3. Health and safety and risk management
4. Asylum, immigration and benefit systems
5. Specific support needs, for example, substance misuse, trauma or mental health
6. Word, Excel, Outlook and Support Planning applications such as Salesforce

COMPETENCIES REQUIRED

Essential criteria:

1. Ability to support sensitively, guests who display trauma and/or challenging behaviour
2. Excellent organisational skills, ability to prioritise and meet deadlines, responding proactively to competing demands
3. Excellent communication skills
4. Ability to lone work, using initiative
5. Ability to work well within a small team of staff
6. Ability to work well with agencies and partners
7. Ability to support and motivate guests and volunteers within a community spirit
8. Ability to work with complete discretion and within data protection principles and legislative frameworks
9. A commitment to ongoing learning, professional development and training opportunities
10. An understanding of the values and principles in action that Caritas demonstrates in all its work

OTHER REQUIREMENTS

Essential criteria:

1. A flexible approach to work shifts on a rota basis including early and late shifts, bank holidays and weekends
2. An Enhanced Disclosure and Barring Service Check will be required for this post

Desirable criteria:

1. Ability to speak another language
2. Ability to cook simple meals