



Job Profile	Support Worker
Department / Parish / Agency	Caritas – Bakhita House
Reporting to	Service Manager
Cost Centre	427
Location / Address	London
Management of	n/a
Contract type	Permanent
Hours	35 hours per week, usually on a 4 week rolling rota, for 5 days per week (including bank holidays and weekends but excluding nights)
Salary	£26,586 per annum
Job Reference	243-427

Job Purpose:

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

Principle duties and responsibilities

1. To work in a small team sharing responsibility for the case load of each individual woman.
2. To design and review individual support plans.
3. To signpost women to health and wellbeing services contributing to a holistic recovery.
4. To oversee all aspects of women’s housing matters including resettlement.
5. To assist women 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 the asylum, National Referral Mechanism (NRM) and criminal justice processes.
7. To provide continuing emotional and practical support and advice to aid women’s empowerment.
8. To answer any phone calls on our 24 hour call service.
9. To work closely with the police during initial protection and ongoing procedures, of rescued victims.
10. To interview and carry out assessments for women referred by third sector and other relevant organizations.
11. To participate in maintaining high quality health and safety standards.
12. To work with pregnant women and their babies.

Our Diocese Values

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

Competence

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

Reliability

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action – we will be tenacious disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleague's success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

Skills/competence requirements	Essential/ Desirable
Ability to support sensitively, women who display trauma and/or challenging behaviour	E
Ability to work with pregnant women and new born babies	E
Excellent organisational skills, ability to prioritise and meet tight deadlines, responding proactively to competing demands	E
Excellent communication skills	E
Ability to lone work, using initiative	E
Ability to work well within a small team of staff	E
Ability to work well with agencies and partners	E
Ability to support and motivate guests and volunteers within a community spirit	E
Ability to work with complete discretion and within data protection principles and legislative frameworks	E
A commitment to ongoing learning, professional development and training opportunities	E
A general understanding of the teachings of the Catholic Church	D
A flexible approach to work shifts on a rota basis including early and late shifts, bank holidays and weekends.	D
Experience	
Significant experience of Working with vulnerable women, who have been victims of exploitation.	E
Significant experience of Working with women with high support needs in a residential setting.	E
Significant experience of Developing, implementing and reviewing support plans and risk assessments.	E
Significant experience of Working with pregnant women and their babies.	E
Significant experience of Working with victims of human trafficking and/or modern slavery.	D
Significant experience of Working with victims in a residential setting.	D
Qualifications	
First Aid Trained	D
Fire Warden Trained.	D
An Enhanced Disclosure and Barring Service Check will be required for this post.	E
Ability to cook for up to twelve people.	E
Ability to speak another language	D