



## Diocese of Westminster

<b>Job Profile</b>	Relief Support Worker
<b>Department / Parish / Agency</b>	Caritas, Bakhita House
<b>Reporting to</b>	Head of Caritas Bakhita House
<b>Cost Centre</b>	427
<b>Location / Address</b>	London
<b>Management of</b>	n/a
<b>Contract type</b>	Casual
<b>Hours</b>	8-hour shifts, as required
<b>Salary</b>	£13.85 per hour
<b>Job Reference</b>	711-427

**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.

**Principal duties and responsibilities:**

1. To work in a small team sharing responsibility for the case load of each individual woman.
2. To assist in signposting women to health and wellbeing services contributing to a holistic recovery.
3. To assist women to achieve financial relief through accessing statutory benefit systems and job or volunteering opportunities.
4. To gain access to advocacy services and assist guests with the asylum, National Referral Mechanism (NRM) and criminal justice processes.
5. To provide emotional and practical support and advice to aid women's empowerment.
6. To assist to interview and carry out assessments for women referred by third sector and other relevant organizations.
7. To participate in maintaining high quality health and safety standards.
8. To work with pregnant women and their babies.

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**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 center. 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.

<b>Skills/competence and knowledge requirements</b>	<b>Essential/ Desirable</b>
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 general understanding of the teachings of the Catholic Church	D
First Aid Trained	D
Fire Warden Trained.	D
<b>Experience</b>	
Working with vulnerable people, who have been victims of exploitation.	E
Working with women with high support needs in a residential setting	E
Working with pregnant women and their babies	E
Developing, implementing and reviewing support plans and risk assessments.	E
Working with victims of human trafficking and modern slavery	D
Working with victims in a residential setting.	D
<b>Knowledge</b>	
The support needs of victims of human trafficking and modern slavery and how these can be met in a residential setting.	E

National Referral Mechanism (NRM) and current human trafficking and modern slavery legislation and practices.	E
Health and safety and risk management.	E
Asylum, immigration and benefit systems.	E
Specific support needs, for example, substance misuse, trauma or mental health.	E
Resettlement options.	E
Word, Excel, Outlook and Salesforce or similar.	E
<b>Other Requirements</b>	
A flexible approach to work shifts on a rota basis including early and late shifts, bank holidays and weekends.	E
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