



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

Our Values

Catholic social teaching covers all aspects of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, justice, and freedom.

We are person-centered and so we place human dignity at the heart of all that we do. 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 and Love.**

Competence

We strive for excellence by continually developing the knowledge, skills, and expertise needed to best support our parishes, agencies, and schools

Reliability

We deliver consistent, high-quality service and can be trusted to fulfil our commitments, making a meaningful difference to those we serve.

Honesty

We act with integrity, fairness, and transparency. We build trust by taking responsibility for our actions, admitting mistakes, and committing to making things right.

Perseverance

We remain resilient, even in the face of challenges. We are committed to continuous improvement and show determination, tenacity, and integrity in all we do.

Love

We show our love through dedication to our parishes, agencies, and schools. We act with empathy, value one another, celebrate success, and offer care and compassion to those in need.

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

Competences	Essential/ Desirable
Excellent Communication Skills: Able to communicate clearly and effectively, demonstrating kindness and respect towards all people serving the Diocese i.e. employees clergy contractors etc.	E
Excellent Organisational Skills: able to manage multiple deadlines and maintain attention to detail	E
Collaborative Teamwork: Proven track record of working effectively in teams, contributing ideas, and supporting others, and building positive relationships while also being able to take initiative and work unsupervised when necessary	E
Problem Solving: able to approach challenges creatively and make informed decisions under pressure	E
Adaptability and Flexibility -comfortable with change, able to identify challenges and implement thoughtful solutions and adjust to new priorities and processes when needed.	E
Ability to support sensitively, women who display trauma and/or challenging behaviour	E
Ability to work with pregnant women and new born babies	E
Ability to lone work, using initiative	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
Experience	
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
Knowledge	
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
Technical Skills	
Word, Excel, Outlook and Salesforce or similar.	E
Other Requirements	
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	E
Ability to cook for up to twelve people	E
Ability to speak another language	D