## Role information

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| Job Title: | Modern Slavery Advocate | Travel Required: | Travel across the West Midlands |
| Location: | West Midlands | Position Type: | Full Time |
| Service area: | Modern Slavery Support Services | Level/Salary Range: | £19,968 |
| Responsible to: | Head of Modern Slavery Support Services | Working Hours | 9am to 5pm – 37.5hrs excluding lunch |
| Special Conditions |
| * Frequent travel to Croydon and Solihull
* Emergency contact
* Full driving licence with willingness to use own car
* Occasional late or early starts dependent on need
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| Job Brief |
| Black Country Women’s Aid (BCWA) Modern Slavery Support Service is a specialist service supporting victims of modern slavery who have accessed the National referral Mechanism and supported under the Home Office national contracting arrangements. BCWA is the lead provider of services covering the West Midlands areas and some of the bordering local authorities. This is a challenging role that requires individual resilience and emotional strength as the situations and circumstances can be traumaticBCWA support as defined by the national contract is to ensure that victims of modern slavery receive a safe space to live, support including financial and practical assistance and referrals to partner agencies as necessary. The work in summary includes* Receiving referrals of victims of international human trafficking/modern for BCWA refuge accommodation (female victims and their children) and through outreach support (male and female victims and their children) of victims both male and females including children as appropriate from The Salvation Army.
* Support clients to enable them to make positive choices about their future and reduce the risks from issues including substance misuse, mental health, re-trafficking and prostitution in a positive way.
* Managing a caseload of victims of modern slavery living within the West Midlands within a specified timescale to meet contractual requirements which includes all aspects of case management including: risk assessment; needs assessment; support planning; outcomes and case review
* To maintain accurate, concise and up to date case management systems.
* Act as an advocate and independent voice for victims in service empowering them to address various challenges and reduce risk.
* Support survivors and potential victims of slavery by providing access to a range of specialist services, enabling them to safely recover and develop resilient independent lives.
* Building and maintaining partnership with partners in the Criminal Justice System, health, employment, education and other relevant areas work within agreed working protocols
* Ensure that clients have full access to all of BCWA services and teams work together to create the best outcome for victims
* To promote and raise awareness of all BCWA services to all appropriate stakeholders
* Attendance at meetings and work in a proactive way to support project development and the development of individual service users
* Consult and involve all stakeholders and encourage service user feedback in all aspects of the service
* To ensure that all practice is delivered within appropriate legal frameworks including Safeguarding Adults and Children
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| **Working for BCWA** |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.The (position) must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.   BCWA listens, supports and cares  |
| Commitment to safeguarding  | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** |
| 1  | To be responsible for delivery and implementation of professional services that incorporate supportive and preventative strategies to equip service users/ victims/ survivors to keep them safe and free from abuse |
| 2 | To be compliant with GDPR procedures and principles |
| 3 | To develop innovative ways of working with victims of modern slavery based on good practice and evidence based research. |
| 3 | To be an active participant of the organisational strategic plan taking an active role in developing The Modern Slavery Support Service plan to meet overall objectives; |
| 4 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 5 | Work with senior employees to prepare services for externally assessed quality standards; |
| 6 | To contribute to the development of a culture and systems that promote equality and value diversity; |
| 7 | To ensure that the Modern Slavery Service offer is integrated internally and externally; |
| 8 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance**  |
| 1  | Reporting to the Head of Modern Slavery Support Services as required and producing regular reports in accordance with an agreed schedule and performance requirementsAttendance at relevant meetings including management meetings and relevant stakeholder meetings |
| 2 | Reporting to Head of Modern Slavery Support Service in line with the contract/ Service plan |
| 3 | Assistance in preparing reports to stakeholders and funders ensuring that monitoring and statistical information is kept up to date, accurate and in line with BCWA policies and procedures  |
| 4 | To ensure effective communication across all services to update and inform about the service work and ensure that the Head of Service is informed at all times of any issues that affect the effective delivery services within this service. |
| 5 | To ensure implementation and compliant of BCWA policies and procedures across the modern Slavery Support Service  |

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| **Principle Duties** |
| 1  | To be responsible for delivering an effective system of regular contract, care and support to victims of international human trafficking/modern slavery (clients) and delivering support to avoid the risk of being re-trafficked. |
| 2 | To address the complex and multiple needs of clients (and their children) with an aim to promote: confidence; independence; safety and security; and life after human trafficking/modern slavery |
| 3 | To work within the agreed timescales and KPI’s as per the AVMS Contract including time-scales for the National Referral Mechanism and immigration processes and signposting as appropriate to specialist agencies and advice providers |
| 4 | To provide one-to-one information and support to clients on a range of rights to meet victim entitlements under Article 12 of The Council of Europe Convention on Action against Trafficking of Human Beings (ECAT). Language and cultural support is an essential consideration |
| 5 | To create solutions to meet individual needs providing emotional and practical support and advocacy. Support and methodology should be specific/varied to meet individual needs including risk assessment and management plans with a goal to reduce the risk level and increase safety. |
| 6 | To conduct casework with and provide support to victims of trafficking/modern slavery who are victims of forced labour, sexual exploitation, domestic servitude, criminal exploitation and any other forms of exploitation as stated in the Modern Slavery Act 2015. |
| 7 | To develop and encourage clients to become involved in communication and consultation mechanisms to ensure that future service developments are reflective of the changing needs of clients accessing this service |
| 8 | To be responsible for the everyday administration and health and safety of refuge/outreach clients, explaining where applicable the license agreement, support contract and house rules.  |
| 9 | To make referrals and work together with other services to create the best outcomes for victims including domestic violence and abuse support services, substance misuse services, health services and mental health and wellbeing services (this list is not exhaustive). This includes making contact with the necessary agencies and making appointments, attending meetings alongside the client and acting as an advocate as necessary and with permission of the client |
| 10 | To provide specialist support to potential victims of modern slavery/human trafficking through their recovery and reflection period encouraging/ opening dialogue about their choices about reestablishing their life after trafficking/modern slavery, including a move back to their native country if appropriate and safe to do so |
| 11 | To build relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures. Working directly with all key agency partners to ensure that work with victims is coordinated and information is shared effectively and appropriately. |
| 12 | To deal with any conflicts that may arise as a result of living within BCWA refuge or NASS accommodation in accordance with BCWA policies and procedures and in line with the Immigration & Asylum Act, reporting any concerns to relevant person/s |
| 13 | To ensure that the nominated case management systems are accurately completed in accordance with policy and procedures assessing risk assessed and ensuring safety focused individual support/ management plans. |
| 14 | To be a proactive enthusiastic member of the team contributing to the requirements of the contract and related targets and commitments (funders/ commissioned services). |
| 15 | Ensuring that the overall quality of service is working within external/ national standards  |
| 16 | Ensuring that your practice meet health and safety standards in accordance with BCWA policy and procedures when working at different sites including non BCWA sites and use of relevant equipment |
| 17 | To contribute to improvements and developments to the Modern Slavery Advocate Role |
| 18 | To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |

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| **General Duties** |
| 1  | To ensure that all work is compliant with BCWA GDPR and Information Security policy and procedures. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and Case Management procedures and uphold standards of best practice. To remain up to date and compliant with local and regional operational protocols and national legislation and emerging evidence. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with all BCWA staff, being committed as part of the team to providing a high level of support to victims and survivors. |
| 4 | To attend all meetings or training as required, attend monthly supervision sessions, and appraisals.  |
| 5 | To participate in BCWA performance management processes providing robust outcomes and evaluation reports on progress within the role. To participate in target setting within the role and work to established targets.  |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** |
| 1  | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead  |

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| **Important information**  |
| 1  | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

# Person Specification

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| **Qualifications and Experience: You are required to:**  |
| 1 | Educated to ‘A’ level/ Level 3 or equivalent, may consider level 2 if matched with a good level of experience GCSEs English and Mathematics – Grade C or above |
| 5 | Experiencing of working within a needs led service undertaking risk and needs assessment and support planning |
| 6 | Experience of working in a professional environment  |
| 7 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution |
| 8 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets |
| 9 | Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings |
| 10 | Experience of working with and involving stakeholders developing service specific consultation and involvement and translating them into actions |

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| **Knowledge: You are required to:**  |
| 1 | Have knowledge of the indicators and components of human trafficking/modern slavery, the issues facing victims of modern slavery and the current systems in the UK that support potential victims and the National Referral Mechanism (NRM) |
| 2 | Have an adequate and comprehensive level of knowledge of relevant legislation, government policy and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity |
| 3 | Have knowledge of complex needs including problematic substance use and harm reducing interventions. |
| 4 | Have knowledge of the Europe Convention on Against Trafficking in Human Beings (International Framework) |
| 5 | Have a good understanding of issues around trafficking/modern slavery in particular sexual exploitation, mental health, substance misuse, FGM and domestic abuse and how these issues inter-link with one another. |
| 6 | Have knowledge of relevant Safeguarding Adults and Children legislation |
| 7 | Have knowledge of Health and Safety, GDPR compliance and management  |
| 8 | Have knowledge of legislation, access to public funds and other entitlements relevant to this client group/vulnerable/homeless people/asylum seekers  |

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| **Skills/ and abilities: You are required to have :**  |
| 1 | Excellent communication skills with the ability to communicate effectively• with service users and statutory, voluntary and other stakeholders• verbally and in writing• advocating for service users, raising awareness of gender violence issues and representing Black Country Women’s Aid |
| 2 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent |
| 3 | Ability to work independently and within a team, to plan and manage a caseload, meet deadlines, problem-solve and respond to unplanned demands and support employees within the team.  |
| 4 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. |
| 5 | Demonstrate ability to plan and prioritise a variety of work activities and respond to change |
| 6 | Able to train, facilitate and develop programmes on issues around violence and abuse and its impact of children/young people and adults |
| 7 | A broad base of basic administrative skills including; Word, PowerPoint, Excel and using databases |
| 8 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written reports.  |
| 9 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |

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| **Character and Personal qualities: You will be required to:**  |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | Confident, assertive, positive individual committed to helping people achieve their potential and representing everything that Black Country Women’s Aid standards for  |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering women |
| 4 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others |
| 5 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 6 | Highly organized and efficient and able to manage time/tasks effectively and respond to immediate pressures |

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| **Other Requirements: You will be required to:**  |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Able to work at evenings and weekends occasionally when required |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by:  | Baldish Sohal | Date Produced | 08/08/2018 |
| Job Description reviewed by: |  | Date reviewed  |  |
| Job Description approved by: |  | Date Approved  |  |