## Role information

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| Job Title: | Modern Slavery Engagement Officer | Travel Required: | Must be able to travel across the West Midlands Car and business insurance required |
| Location: | West Midlands | Position Type: | Support, training, intelligence gathering |
| Service area: | Modern-Day Slavery Support Services | Level/Salary Range: | £12,509 |
| Responsible to: | Modern Slavery Community Service Manager | Working Hours | Part Time – 22.5 hours – flexible across weekdays, evenings and weekends |
| Special Conditions |
| Evening and weekend work may be required, as well as some work outside of normal office hours |
| Job Brief |
| Black Country Women’s Aid (BCWA)’s Modern Slavery Services provide accommodation and community support to victims of modern day slavery and human trafficking across the West Midlands. Our Modern Slavery Engagement activity works with police, agency partners and communities to improve the identification of and response to victims of modern slavery who are sexually exploited. The Modern Slavery Engagement Worker will respond to intelligence reports to assist in developing a picture of sexual exploitation in the West Midlands. This will include working closely with partner agencies supporting sex workers, conducting site visits, accompanying police operations, and offering initial engagement with potential victims. The Engagement Officer will support potential victims and victims to assess their needs, inform them of their rights and entitlements, and work with first responding agencies to access the National Referral Mechanism where appropriate. Where necessary the officer will provide more long-term support and/or casework to victims. The role will also include extensive partnership work with other agencies, to improve intelligence gathering, engage victims and access support for them, and develop prevention initiatives. The Officer will conduct a range of training and briefings for both statutory and third-sector partners to improve understanding of modern slavery and sexual exploitation, and develop effective partnerships and referral pathways.  |

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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  |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of vulnerable adults, children and young people they are responsible for, or come into contact with)** |
| \*\*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.The Engagement Officer will undergo an enhanced Police check All BCWA employees are responsible for the safety of vulnerable adults; children and young people within BCWA services either as direct or indirect victims of abuse. Employees must adhere to all policies and procedures including local safeguarding procedures. Concerns identified must be reported and recorded accurately to your line manager  All BCWA employees are required to work within professional boundaries and ensure that their role and responsibilities are explained and understood including action take where concerns arise.All BCWA employees are expected to take the lead where necessary, attend meetings, share relevant information and respond efficiently, timely and accurately to safeguard and work in collaboration with agencies |   |

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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 survivors/service users 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 survivors/service users 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 MDS Engagement Service |
| 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 MDS Engagement Service is integrated internally and externally; |
| 8 | To work within the aims and objectives of BCWA. |
| **Governance**  |
| 1  | Reporting to the service manager as required and producing regular reports in accordance with an agreed schedule and performance requirements. |
| 2 | Attendance at relevant meetings including management meetings and relevant stakeholder meetings. |
| 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 MDS Engagement Service, and ensure that the service manager is informed at all times of any issues that affect effective service delivery.  |
| 5 | To ensure implementation of and compliance with of BCWA policies and procedures. |

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| **Principle Duties** |
| 1  | To be part of specialist MDS Engagement Team working to improve the identification of, and response to, victims of modern day slavery who are sexually exploited.  |
|  | **Intelligence-gathering and identification** |
| 2 | Assist in the collation of police, community and partner agency intelligence to build a picture of sex work, modern slavery and sexual exploitation in the West Midlands.  |
|  | **Engagement** |
| 3 | To develop effective long term networks with local communities designed to build trust and confidence with potential victims of modern slavery and human trafficking who are consequently able to develop the confidence to escape their traffickers and begin rebuilding their lives. |
| 4 | To conduct risk-assessed visits to indoor sex work premises (massage parlours etc) to open communication with sex workers, offer support and provide intelligence to police on potential exploitation and trafficking. |
|  | **Support** |
| 5 | Accompany police raids on sex work premises where appropriate, to provide an immediate trauma-informed response to potential victims of exploitation. |
| 6 | To offer trauma-informed support to potential victims and victims of modern-day slavery: creating a safe space; responding to disclosures; carrying out risk and needs assessments.  |
| 7 | Assisting victims to understand their human rights, legal entitlements and support services available; supporting them to make choices; assisting them to access pathways such as the National Referral Mechanism and police reporting. |
| 8 | To offer a sensitive response to a range of practical and emotional presenting issues victims may have. This could include grooming, sexual violence, trauma, offending, trauma, alcohol and substance use, mental ill-health, immigration issues, police investigations, accommodation etc. |
| 9 | To make referrals and work together with other services to create the best outcomes for victims and where appropriate their families, including accessing specialist drug and alcohol services and mental health and wellbeing services. |
| 10 | To provide ongoing support to a small caseload of victims where necessary.  |
| 11 | To ensure that people who use the service are consulted with and involved in all aspects of the service and that their thoughts, wishes and feelings are taken in to consideration. |
|  | **Partnership work** |
| 12 | Networking with other stakeholders engaged in the business of anti-human trafficking, support for sex workers, or where potential victims of modern slavery or human trafficking may access services.  |
| 13 | Identify opportunities alongside partner agencies and communities to identify, respond to and prevent modern slavery, to enhance safer and stronger communities overall. |
| 14 | To deliver training to a range of agencies on modern slavery, sexual exploitation, sex work, and appropriate responses. Training will aim to improve the flow of intelligence into the service as well as agencies’ response to victims’ needs. |
| 15 | To build relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures. |
|  | **General** |
| 16 | To ensure that all intelligence gathering and support activities are accurately recorded according to BCWA policy and procedures, using BCWA case management systems and other recording tools as agreed with police partners.  |
| 17 | To be a proactive enthusiastic member of the team contributing to the requirements of the contract and related targets and commitments (funders/ commissioned services). |
| 18 | Ensuring that the overall quality of service is working within external/ national standards |
| 19 | Ensuring that your practice meets health and safety standards in accordance with BCWA policy and procedures when working at BCWA sites, partner sites and on outreach visits. This includes use of any relevant equipment.  |
| 20 | To contribute to improvements and developments to MDS Community Engagement Service, including contributing to evaluation reports, new bids and tenders as required.  |

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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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| **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 have:**  |
| 1 | An education 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 |
| 2 | Experience of working within a needs led service undertaking risk and needs assessment and support planning |
| 3 | Experience of working in a professional environment |
| 4 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution/Modern Slavery/Sex Work/CSE and links to adult sexual exploitation |
| 5 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets |
| 6 | Experience of working in partnership with external agencies and representing an organisation at stakeholder meetings |
| 7 | Experience of working with and involving stakeholders developing service specific consultation and involvement and translating them into actions |
| 8 | Experience of developing and facilitating training and delivering training to professionals |
| 9 | Experience of working within agreed targets and reporting on time |
| 10 | Experience of responding in an emergency/crisis |
| 11 | Experience and confidence to communicate in a variety of ways. |
| **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 a good understanding and knowledge of the issues facing women who are victims of modern slavery or have been trafficked for the purposes of sexual exploitation, including: grooming; sexual violence; exploitation; trauma; alcohol and substance misuse; FGM; domestic abuse; PTSD and other mental health issues. Knowledge of the sex trade |
| 4 | Have knowledge of complex needs including problematic substance use and harm reducing interventions. |
| 5 | Have knowledge of the Europe Convention on Against Trafficking in Human Beings (International Framework) |
| 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  |
| **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
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| 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 | A broad base of basic administrative skills including; Word, PowerPoint, Excel and using databases |
| 7 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written reports.  |
| 8 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |
| 9 | Maintaining professional boundaries and knowing when to seek management guidance and support when required. Self-care is vital. |
| **Character and Personal qualities: You will be required to have:**  |
| 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 | A compassionate, 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 |
| **Other Requirements: You will be required to:**  |
| 1 | Have a current driving license and access to a vehicle with business insurance |
| 2 | Be willing to work unsociable hours, including evenings and late nights |
| 3 | Be eligible to work in the UK |
| 4 | Romanian Speaking Language Preferred but not essential |

# Version control and Sign off

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| Job Description produced by:  | Kat Bailey, Development and Communications Manager | Date Produced | 10/03/2020 |
| Job Description reviewed by: | Bali Sohal – Head of Modern Slavery Support Services | Date reviewed  | 21/05/2020 |
| Job Description approved by: |  | Date Approved  |  |