## Role information

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| Job title: | Modern Slavery Support Service Contact Centre Administrator | Travel required: | None required |
| Location: | Sandwell | Position type: | Frontline support to victims of violence, abuse and trafficking |
| Service area: | Modern Slavery Support Service | Salary: | £20,849 |
| Responsible to: | Deputy Head of Modern Slavery Support Services and Head of Modern Slavery Support Services | Working hours: | 37.5 hours  Monday-Friday 9am-5pm (7.5 hours per day) |

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| Additional requirements | Organisational benefits |
| * Full driving license with willingness to use own vehicle * DBS check to be undertaken * Eligibility to work in the UK * Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies. The post holder must be female * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance if travel is undertaken for the role * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 22 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * Annual leave ‘buy back’ scheme for those who want to purchase additional annual leave days * Bi-annual staff away days * Regular internal newsletter created by staff * Time off in lieu (TOIL) when overtime is required * 5% employer contribution to pension |

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| Job Brief |
| Black Country Women’s AidBlack Country Women’s Aid (BCWA) is an established charity that provides a range of specialist abuse support services to women, men and children across the Black Country. Our holistic, trauma-informed support enables victims to escape violence and abuse, cope with trauma and build resilience. **Modern Slavery Support Service** BCWA Modern Slavery Support Service is a specialist service providing accommodation and community support to victims of modern day slavery and human trafficking, who have accessed the National referral Mechanism and are 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. The service works in partnership with key agencies to assess risk and provide tailored journey plans for service users. BCWA 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 Modern Slavery Support Service Contact Centre Administrator Job Role**  The Contact Centre Administrator provides initial contact and administrative support for the Modern Slavery Support Service. The post holder will accept and record referrals into the service from the Salvation Army, provide initial advice and guidance to agencies, stakeholders and individuals at first contact. The Contact Centre Administrator will coordinate and allocate referrals to the appropriate advocate, consulting with the Senior Modern Slavery Advocate to undertake the preliminary risk assessment and identify appropriate support for potential victims of modern slavery. This is a challenging role that requires a timely response to all stakeholders, excellent interpersonal skills and efficient and organised administration. It is from this first contact that the relationship with BCWA begins. |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organization and all it stands for.  The post holder must possess the understanding, skills and commitment to challenge abuse and violence within our society, acknowledging that victims are faced with many barriers. 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 vulnerable adults, children and young people and expects all staff and volunteers to share this commitment.  Employees must ensure that all practice is delivered within the framework of Safeguarding Adults and Children.  All posts are subject to the Rehabilitations of Offenders Act (Exceptions Order) 1975. It will be necessary for a check to be made to the Disclosure and Barring Service for details of any previous criminal convictions. |
| Equality and diversity | BCWA is a feminist organisation devoted to equal opportunities and a fairer society where everyone has the opportunity to fulfil their potential and diversity is valued.  BCWA will ensure that all employees, applicants for employment and volunteers are treated fairly and with respect at all stages of their employment or service. |
| General Data Protection Regulation (GDPR) | BCWA is committed to protecting the rights and freedoms of all individuals in relation to the processing of their personal data.  All employees are required to comply with GDPR procedures and principles. |

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| **Principal Duties** | |
| 1 | To be responsible for taking calls into the Modern Slavery Support Service and field as appropriate to the relevant staff member. |
| 2 | Effectively communicate with callers in a manner and pace appropriate to callers, and which:   * develops and maintains a positive atmosphere * allows callers to progress at their own pace * reflects an interest in and understanding of the situation * maintains calm and control throughout the call * acknowledges risk to health, safety and welfare |
| 3 | Deliver an effective system of first contact, care and support to victims of modern slavery and trafficking; this includes gathering information regarding the victim and their circumstances, assessing requirements for support and providing a timely response. |
| 4 | Carry out effective and accurate preliminary risk assessments with victims referred into the service within 48 hours, addressing and responding to any immediate safeguarding needs. |
| 5 | Provide an accurate recording of the client’s details and preliminary risk assessment on the Salvation Army’s case management system and allocate to an advocate for further support, clearly indicating the timescales in which the full risk assessment and needs assessment should be completed. |
| 6 | Monitor and respond to referrals and queries via email and telephone in a timely manner to ensure contact is maximized and needs are met. |
| 7 | Provide advice and guidance to stakeholder organisations on the National Referral Mechanism (NRM) and the modern slavery support process. |
| 8 | Ensure contractual targets are being met by monitoring client logs, exits from service and Recovery Needs Assessments (RNAs) on the case management system, including when these were completed, by whom, date of review and recommended date of exit. |
| 9 | Build effective relationships with stakeholders and ensure appropriate sharing of information in accordance with BCWA policies and procedures and contractual obligations. Work directly with all key agency partners to ensure that support for victims is coordinated and information is shared effectively and appropriately. |

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| **General Duties** | |
| 1 | Involve and encourage service user feedback and consultation in all aspects of the service. |
| 2 | To be fully compliant and remain up to date with BCWA’s policies and procedures, local and regional operational protocols and national legislation. |
| 3 | To develop, maintain and represent positive, collaborative working relationships with external professionals and 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 and training as required, attend monthly supervision sessions and appraisals. |
| 5 | To participate in BCWA performance management processes within agreed timescales, providing robust outcomes and evaluation reports on progress within the role. |
| 6 | Reporting to the service manager in line with the contract/service plan. |
| 7 | To ensure effective communication across all services and ensure that the service manager is informed at all times of any issues that impact effective service delivery. |
| 8 | To work within the organization’s quality assurance framework and ensure we provide a quality service to victims of abuse. |
| 9 | To develop innovative ways of working with victims of abuse based on good practice and evidence based research. |
| 10 | To support students, volunteers and apprentices as required. |
| 11 | To represent the organization positively contributing to local, regional and national strategy and events. |
| 12 | Maintain accurate and up to date records in line with organisational policies and procedures. |

# Person Specification

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| Qualifications and Experience | | Essential Criteria | Desirable Criteria | How Measured   * A – application * I – interview * T – test * R – references * E – evidence (ID, certificates) |
| 1 | Educated to minimum Level 3 or equivalent. May consider level 2 if matched with a good level of experience in health and social care, administration or similar.  GCSEs English and Mathematics – Grade C or above. | X |  | A, E |
| 2 | Experiencing of working within a needs led service providing information and advice to vulnerable people, undertaking risk and needs assessment and support planning. | x |  | I, A |
| 3 | Experience of working in a professional environment. | x |  | A, I |
| 4 | Experience of data inputting, analysis and monitoring large amounts of data, ensuring that records are accurate and up to date. | x |  | A |
| 5 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  | x | A |
| 6 | Experience of working/liaising with all stakeholders over the phone and using other forms of communication including, use of emails and written correspondence. | x |  | I, A |
| 7 | Experience of obtaining feedback from stakeholders and service users |  | x | A |
| 8 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. | x |  | I, A |

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| Knowledge | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Understand the principles of risk assessment, safety planning and risk management for victims of modern slavery/trafficking and their children. |  | x | I |
| 2 | Have knowledge of relevant legislation (including the Modern Slavery Act 2015) and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. |  | x | I, A |
| 3 | Have knowledge of:   * The indicators and components of human trafficking/modern slavery * The issues facing victims of modern slavery * The current systems in the UK that support potential victims * The National Referral Mechanism (NRM) * The Europe Convention on Against Trafficking in Human Beings (International Framework) |  | x | I,A |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group/vulnerable/homeless people/asylum seekers. |  | x | I,A |
| 5 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  | x | I,A |
| 6 | Understanding of motivational interviewing skills. |  | x | I,A |
| 7 | Understanding of trauma informed approaches. |  | x | I |
| 8 | Have knowledge of Health and Safety, GDPR compliance and management. | x |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 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, including those faced with barriers to accessing support, such as language, cultural and other barriers. | x |  | I, A |
| 2 | Demonstrable ability to use Microsoft Office (Word, Excel, Outlook, Access, Teams), databases and other virtual platforms. | X |  | I, A |
| 3 | Ability to offer brief interventions through telephone support to maximise engagement at initial contact, using evidence based techniques, such as motivational interviewing. | x |  | I |
| 4 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | x |  | I |
| 5 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | x |  | I |
| 6 | Ability to develop supportive relationships with clear boundaries with vulnerable people in a non-judgmental way showing sensitivity for others’ viewpoints and valuing diversity. | x |  | Ix |
| 7 | Ability to obtain information from stakeholders, communicate various support options and empower them to make informed decisions. |  | x | I,A |
| 8 | Ability to work in a multi-agency way, communicating effectively with other agencies through telephone, face to face and written updates. | x |  | I, A |
| 9 | Maintain professional boundaries and know when to seek management guidance and support when required. | X |  | I |

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| Personal Attributes | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives. | X |  | I |
| 2 | Uses a client-centred approach, demonstrating empathy, respect, trustworthiness and compassion. | X |  | I |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach to empowering victims and survivors of abuse. | X |  | I, A |
| 4 | Organised, proactive and consistent delivery of work. | X |  | I |
| 5 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others. | X |  | I |
| 6 | Evidence of personal resilience and aptitude for dealing with potentially distressing and highly emotional work. | X |  | A, I |

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| Other Requirements | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Have a current driving license and access to a vehicle |  | X | E |
| 2 | Be willing to work unsociable hours, including evenings and weekends when required |  | X | A, I |
| 3 | Eligible to work in the UK | x |  | E |

# Version control and Sign off

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| Job description produced by: | Jas Adkins  Project Officer | Date Produced | 09/06/2021 |
| Job description reviewed and approved by: | Bali Sohal  Head of Modern Slavery Support Services | Date Approved | 10/06/2021 |