## Role information

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| Job title: | Modern Slavery Outreach Advocate | Travel required: | Travel required |
| Location: | West Midlands | Position type: | Frontline support to victims of violence and abuse. |
| Service area: | Modern Slavery Support Service | Salary: | £24,315.30 - £26,917.29  (dependent on experience) |
| Responsible to: | Head of Modern Slavery Support Service | Working hours: | 37.5 hours  Monday – Friday (9am – 5pm) |

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| Additional requirements | Organisational benefits |
| * May require some work outside of normal office hours * Full driving license with willingness to use own vehicle * Frequent travel further afield, such as Croydon and Solihull. * DBS check to be undertaken * Eligibility to work in the UK * The post holder may be required to undertake additional duties from time to time as instructed by the Service Lead and Executive Director, such a group work and presentations * This job description will be subject to review as part of the annual appraisal process | * Mileage allowance * Training and development opportunities * Employee Assistance Programme * Access to group clinical supervision with a BACP trained counsellor * 25 days of annual leave (pro rata), plus bank holidays. Opportunities for this to be extended after 3 years of service * 1 well being day (pro rata) * 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 support 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 Outreach Advocate Job Role**  The Modern Slavery Outreach Advocate supports potential victims of modern slavery, international human trafficking (male and female victims including their children) by providing access to a range of specialist services to meet their physical, psychological and social recovery. The advocate will support clients to access their ECAT entitlements (European Convention on Action Against Trafficking)  The Modern Slavery Outreach Advocate is involved in all aspects of case management including: risk assessment, needs assessment, journey planning, outcomes and case review when supporting clients through their recovery and reflection period.  This is a challenging role that requires individual resilience and emotional strength as the situations and circumstances can be traumatic. The post holder needs to be able to work in a fast paced work environment, be able to build excellent partnerships with relevant organisations, build good rapport with clients and manage a caseload. |

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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 | Deliver an effective system of regular contact, care, emotional and practical support to victims of national and international human trafficking/modern slavery, promoting confidence, independence, safety and security, to reduce the risk of being re-trafficked. |
| 2 | Carry out effective and accurate preliminary risk assessments with potential victims referred into the service within KPI timescales, addressing and responding to any immediate safeguarding needs. |
| 3 | Provide initial subsistence and a welcome pack to new clients and ensure that a full risk assessment, needs based assessment, history of abuse, health information and an initial journey plan is completed within KPI timescales. |
| 4 | Refer and support clients to access relevant services, attend relevant multi-agency meetings and work closely with other services to create the best outcomes for victims, including domestic abuse support services, substance misuse services, health services and mental health and wellbeing services (this list is not exhaustive). |
| 5 | Advocate for clients awaiting their conclusive grounds decision from the National Referral Mechanism (NRM), ensuring that they are aware of the process and their options. |
| 6 | 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). |
| 7 | Address the complex and multiple needs of clients (and their children) 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, considering any language and cultural barriers that they may face. |
| 8 | Work within the agreed timescales and key performance indicators as per the AVMS contract, including timescales for the National Referral Mechanism and immigration processes. |
| 9 | To maintain professional boundaries with clients, follow safe lone working procedures and ensure that any issues in relation to safeguarding children or vulnerable adults are brought to the immediate attention of the Senior Advocate/Manager. |
| 10 | Uphold a client’s right to complain to service providers, including to BCWA, in line with BCWA policies. |
| 11 | Ensure that the nominated case management systems are accurately completed in a timely manner in accordance with policy and procedures. |

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| **General Duties** | |
| 1 | Involve and encourage client 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 ‘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 | X |  | A, E |
| 2 | Experiencing of working within a needs-led service undertaking risk and needs assessment and support planning. |  | X | A, I |
| 3 | Experience of working with vulnerable adults and children, acknowledging safeguarding concerns and responding appropriately. | X |  | A, I |
| 4 | Experience of managing complex casework, including issues such as child abuse, mental health, substance abuse, working with trauma in adults and children and crisis intervention. |  | X | A, I |
| 5 | Experience of working within a supportive setting for vulnerable people, homelessness/destitution. | X |  | A, I |
| 6 | Experience of building and maintaining partnerships with other agencies. | X |  | A, I |
| 7 | Experience of working in a professional environment. | X |  | A, I |
| 8 | Experience of working within a formal contracting environment delivering/achieving against a specification and performance targets. |  | X | A, I |

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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 |  | A, I |
| 2 | 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 |
| 3 | Have a good understanding of complex needs and 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. |  | X | I |
| 4 | Have knowledge of access to public funds and other entitlements relevant to this client group/vulnerable/homeless people/asylum seekers. |  | X | I |
| 5 | Have knowledge of relevant legislation and good practice requirements, particularly in safeguarding children and adults, homelessness, immigration and cultural diversity. | X |  | A, I |
| 6 | Have knowledge of the Violence Against Women and Girls Strategy and the gendered nature of abuse. |  | X | I |
| 7 | Understanding of motivational interviewing skills. |  | X | I |
| 8 | Understanding of trauma informed approaches. | X |  | A, I |
| 9 | Have knowledge and experience of applying health and safety, GDPR compliance and management. | X |  | I |

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| Skills and abilities | | Essential Criteria | Desirable Criteria | How Measured |
| 1 | Evidence of the ability to build and develop supportive relationships with victims of abuse, showing sensitivity for others’ viewpoints and valuing diversity. | X |  | A, I |
| 2 | Ability to communicate effectively with and advocate for vulnerable people, particularly those faced with barriers to accessing support, including language, cultural and other barriers. | X |  | A, I |
| 3 | Work in a person-centred way to undertake one to one work, including aspects such as confidentiality and safety planning. | X |  | I |
| 4 | Ability to use evidence based techniques, such as motivational interviewing, to engage with victims and stakeholders, helping them to make informed decisions, take control of their lives and set realistic objectives and goals. |  | X | I |
| 5 | Evidence of the ability to communicate effectively, build and develop relationships with partner agencies through telephone, face to face and written reports. | X |  | A, I |
| 6 | Demonstrable ability to use Microsoft Office (word, excel, outlook, access, teams) and other virtual platforms | X |  | A |
| 7 | Ability to hold and manage a caseload and work to timescales (using a SMART approach). | X |  | I |
| 8 | Ability to work independently and within a team to meet targets and deadlines, problem-solve and respond to unplanned demands. | X |  | I |
| 9 | Ability to work under pressure and to plan and prioritise time and resources when competing demands arise. | X |  | I |
| 10 | Ability to be calm and resilient whilst under pressure and to remain optimistic and persistent. | X |  | I |
| 11 | 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 |
| 4 | Organised, proactive and consistent delivery of work | X |  | A, 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: | Name  Role | Date Produced |  |
| Job description reviewed and approved by: | Name  Role | Date Approved |  |