

## Job Description

<b>Summary</b>	
Job Title	Survivor Support Caseworker
Department	Head Office
Location	Manchester, UK
Job Type	FT
Reporting To	Legal Director
Direct Reports	None
Job Purpose	To mitigate suffering from the after effects of the trauma associated with human trafficking, sexual abuse, and/or domestic slavery by providing specialist support and advocacy services designed to help victims recover and regain control of their lives.
<b>Duties &amp; Responsibilities</b>	
<ul style="list-style-type: none"> <li>• Provide advice to victims of human trafficking based on an individual evidence-based risk assessment of their needs and basic rights as a trafficked person</li> <li>• Develop individual support plans to meet the individual risks each client faces</li> <li>• Support victims through relevant processes to register for and obtain their legal entitlement to welfare and housing benefits and other forms of relevant support</li> <li>• Identify the need for more specialist legal assistance on immigration issues and/or welfare benefits advice including written and oral advocacy on reconsideration and appeals and refer to the appropriate team member or specialist agency</li> <li>• Establish and maintain effective liaison with other agencies, including Social Services, GP's and other statutory and voluntary agencies to help ensure service users receive coordinated help and support.</li> <li>• Assist clients to make connections with other suitable community resources, employers and friends in order to provide them with a support network</li> <li>• Work with other organisations including NGOs, police and local authorities to achieve appropriate support for victims of human trafficking</li> <li>• Support the empowerment of every client and assist them in recognising the features and dynamics of human trafficking present in their situation, and help them regain control of their lives</li> <li>• Follow procedures and protocols with other services so that the safety of clients is kept central to any process.</li> <li>• Manage a case load ensuring each client receives services appropriate to their individual needs and is contacted at regular intervals in order to ensure their wellbeing and safety</li> <li>• General file administration</li> <li>• Any other reasonable duties as directed by your line manager</li> </ul>	

## Person Specification

### Experience & Qualifications

- Previous work with vulnerable adults (e.g. trafficking victims) ideally with a social work background
- Excellent knowledge of welfare benefits rules especially as relates to EEA Nationals
- Basic understanding of the law relating to human trafficking
- Enhanced DBS check

### Skills & Competencies

- Ability to build trust
- Ability to act with high levels of tact and discretion
- Effective communication
- Teamwork
- Sound decision-making
- Innovation and creativity
- Ability to work unsupervised
- Organised & methodical
- Resilience

## Review

Date Completed	05.08.16
Version Number	1.0
Approved By	EPD