

Role Profile

Overview	
Role	Advice Line Coordinator (IMSA)
Main Purpose	<ol style="list-style-type: none"> 1. To develop and coordinate an advice service for professionals and individuals providing advice for survivors of modern slavery. 2. To provide advocacy and advice to survivors of modern slavery in the UK – triaging referrals, managing a small caseload and developing pathways for survivors. 3. To support Hope for Justice’s ‘Reforming Society’ agenda.
Department	UK Programmes - Advocacy
Location	Head Office, Manchester
Reporting To	UK Advocacy Manager
Main Duties	
<ul style="list-style-type: none"> • To develop and coordinate an advice service for professionals and individuals providing advice for survivors of modern slavery in line with Experian grant commitments. • To develop and implement structures, processes, and best practice for the advice service. • Oversight of advice enquiries into the service and supervision of advice given. • Provision of advice and advocacy in response to enquiries. • Manage a small caseload of clients either for full-service advocacy and/or providing advocacy for specific interventions. • Monitor relevant changes to legislation and policy and their impact on survivors of modern slavery to ensure accurate advice provision. • Empower survivors by providing a clear overview of their rights and entitlements in their own language, providing options and choices. • Once the survivor understands their rights, providing a detailed assessment (legal and support needs, including an individual risk assessment and safety planning). Anticipating and understanding the barriers victims face and the advocacy needed to overcome barriers. • Advocating for clear pathways of support for the survivor in accordance with the non-statutory government endorsed Slavery and Trafficking Survivor Care Standards 2018, produced by the Human Trafficking Foundation. • Ensure “supported” referrals to relevant legal and support agencies - including supported housing; victim/witness support; and immigration, civil compensation, public law and criminal law solicitors. 	

- Establishing good working relationships with key agencies and services within the sector to develop strong advice pathways and partnerships.
- General file management and compliance with professional legal ethics, including confidentiality.

Key Result Areas

- Development of an advice service for professionals and individuals providing advice for survivors of modern slavery.
- Responding to advice enquiries in a timely and efficient manner and supervising the provision of advice in line with grant commitments.
- Providing advocacy and advice to survivors of modern slavery in the UK through specific interventions on cases.
- Supporting the Reforming Society agenda – providing evidence base for reform; providing advice and training, where necessary, to agencies in the community to improve responses to victims of modern slavery thus creating lasting structural change.

Soft Skills

- Communication skills (including presentation)
- Relationship management
- Creative problem solving
- Teamwork and collaboration
- Negotiation & conflict resolution
- Decisiveness
- Listening & providing feedback
- Positive attitude and resilience
- Empathy and emotional intelligence
- Critical thinking and attention to detail
- Ability to work under pressure & time management
- Flexibility
- Self-motivation and strong work ethic

Technical Skills

- Strategic and operational knowledge of modern slavery and broader Human Rights legislation
- Understanding of the legal rights and obligations of victims of modern slavery – including an understanding of immigration, housing, community care, welfare benefits, public law, civil law (including access to compensation), debts and victim rights in the criminal justice process
- Advocacy, research and drafting skills
- Interviewing skills, particularly in relation to vulnerable people
- Maintaining professional boundaries
- Word, Excel and PowerPoint proficiency

Experience & Education

- Educated to Degree level
- Previous work with vulnerable adults, ideally with a legal or social work background
- Enhanced DBS check