



Accommodation Caseworker
APPLICANT INFORMATION

WHO WE ARE

City Hearts was founded in 2005, beginning with a single home to help women with life controlling issues, shortly after we welcomed our first survivor of modern slavery. Since then, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year, as well as continuing to house and support women with life controlling issues. We are passionate about restoring the lives of those we support, and it would not be possible without our dedicated team of staff and volunteers.

ROLE SUMMARY

How this role fits into the vision and objectives of City Hearts

We currently have an exciting opportunity for an Accommodation Caseworker. In this role you'll casework clients living within one of our Accommodations. This role includes providing clients with emotional and practical support; advocating on their behalf, communicating with other organisations including but not limited to health professionals, legal representation and the Home office. You will also have some duties in relation to the accommodation, including cleaning and preparing client bedrooms for new arrivals.

What you can expect from a career at City Hearts

As an organisation we are committed to supporting your success and providing you with a wealth of skills, training and opportunities as well as staff benefits to enhance your employment. These will include:

- Regular accredited and in-house training on specialist subjects such as trauma, mental health, safeguarding, working with addictions and much more
- Group Supervision every 6 weeks with qualified therapists
- Commitment to annual salary reviews
- Progression opportunities
- Annual staff survey and focus groups – have your say!
- 30 days holiday per year (plus accrued holiday days for length of service)
- Perkbox national 'perks' and discount scheme
- 3% employer contribution pension scheme

WHAT OUR STAFF SAY ABOUT WORKING WITH US

We pride ourselves on our employee job satisfaction. 100% of our staff that completed our 2019 staff survey stated that they would recommend working at City Hearts to others!

"I am coming up to the end of my action-packed first year working at City Hearts as an outreach caseworker. In this time I've worked to support survivors of modern slavery from four different continents. Although our clients have had difficult times in their pasts our focus is on giving them hope for a better present and future. There's a really supportive structure, team and training schedule when you first start. I recently secured a promotion and now play a bigger role in supporting and training other caseworkers. I love my job!"

- Richard, Senior Outreach Caseworker.



JOB DESCRIPTION

Job Title: Accommodation Caseworker

Reports to: Accommodation Coordinator

Contracted Hours: 24 hours per week

Contract Duration: 12 months min.

Salary: £20,500 (per annum pro rata) plus an on call supplement of £1500

Location: Sunderland

Closing Date: 29th December 2020

Interview Date: w/c 5th January 2021

Probationary Period: 3 months

Direct Reports: None

RESPONSIBILITIES

- Case working individuals or families identified as PVOHT (Potential Victims of Human Trafficking).
- Regular feedback and review meetings with Accommodation Coordinator.
- Arranging and attending appointments for individuals or families.
- Following up all the paperwork and details of VOHT in adherence to the terms of the contract; including on line reporting. Including but not limited to; weekly reviews, risk assessments, support plans and inductions.
- Shift flexibility to include some evenings, weekends and sleep shifts on a rota basis at the safe house.
- Ensuring that volunteers who work with you on shift have the proper level of support and adhere to policies and procedures.
- Ensuring that all Key Performance Indicators (KPIs) are met.
- Ensuring progression of PVOHT through system;
- Liaising with organizations and individuals regarding VOHT and CH in a professional manner - including but not limited to SATco, UK Visas and Immigration, Modern Slavery Human Trafficking Unit, other agencies, police, and medical professionals.
- Identifying support hours and ensuring accurate logging of all hours.
- Ensuring paperwork is being completed correctly and in a timely fashion.
- Ensuring exit strategies are being prepared in a timely fashion.
- Dealing with out of hour crisis in accordance with standby rota.
- Receiving out of hours' referrals, carrying out inductions, weekly reviews and updating the IT system.
- Ensuring adherence to all internal procedures regarding City Hearts, the Safe Houses and any legislation.
- Promoting CH in adherence to the terms of the contract – this may include attending events on behalf of CH as a whole.

Any other duties that are commensurate with the role;



AREA	ESSENTIAL	DESIRABLE
Education, qualification and training	<ul style="list-style-type: none"> • Demonstrate knowledge in specific subject area through specialist training, degree or vocational studies. • An appropriate DBS check. • An understanding of human trafficking 	<ul style="list-style-type: none"> • Additional qualifications such as; first aid, safe handling of medication. • Health and Social Care Level 3 or relevant equivalent qualifications such as qualifications in addiction/life controlling behaviours. • Understanding of The National Referral Mechanism
Experience	<ul style="list-style-type: none"> • To have recent experience of working with vulnerable people, people with complex mental health issues and victims of abuse 	<ul style="list-style-type: none"> • Experience working with vulnerable people • An understanding of working within the third sector. • Lone working
Skills	<ul style="list-style-type: none"> • To have good communication skills and to be able to crisis manage and defuse conflict and to take initiative when needed. • To be able to maintain client confidentiality and to record keep. • To manage a varied case load and prioritise tasks. • Able to write reports and letters on behalf of your client in a professional manner. • To have a good IT skills and to the ability to document digitally. 	<ul style="list-style-type: none"> • A good level of administrative skills. • Experience in journeying individuals in the road to recovery.
Personal Attributes	<ul style="list-style-type: none"> • To uphold good personal boundaries when working with vulnerable people. • To be flexible and have a willingness to change alongside the role and demands of a forward moving charity. • To speak well of City Hearts, clients and other team members. • To be reliable, punctual and maintain confidentiality. • To use personal supervision effectively. • To be honest and to show grace, patience and communicate well 	<ul style="list-style-type: none"> • To have professional goals and want to pursue professional development. • A passion to see vulnerable and broken people restored.



AREA	ESSENTIAL	DESIRABLE
Other	<ul style="list-style-type: none"> • A willingness to promote City Hearts -this may mean working outside normal working hours, to represent City Hearts at conferences with the stand or attend events to recruit new volunteers. • To respond to some crisis situations at the house outside of normal working hours. 	<ul style="list-style-type: none"> • To hold a full clean driving license and have access to a car is not essential but the travel involved in the role is difficult without access to a vehicle.

If you have any queries regarding your application, please email HR@cityhearts.co.uk and we would be happy to help.





PURSuing FREEDOM. **RESTORING LIVES.**

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