



Outreach 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 a Caseworker within our Outreach Support Team. In this role, you'll be responsible for supporting survivors of modern slavery currently within the National Referral Mechanism who are living within the community. The role is to assess and respond to client needs, signpost clients to local services to meet identified needs, and to empower clients to take steps towards independence. You will also work in an agile and responsive team environment providing a great standard of support for clients.

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, Outreach Caseworker.*



JOB DESCRIPTION

Job Title: Outreach Caseworker

Reports to: Outreach Coordinator

Contracted Hours: 37.5 hours per week

Contract Duration: Fixed until 29 June 2025

Salary: £20,500 pro rata per annum

Location: North West

Closing Date: Midday 14th May

Interview Date: We will be scheduling interviews as we receive applications.

Probationary Period: 3 months

Direct Reports: N/A

RESPONSIBILITIES

Support

- Providing casework support for Survivors Of Human Trafficking across the North West.
- To be the named caseworker for 5-8 higher needs clients, and work alongside other caseworkers to support a number of lower need clients
- To work effectively as a team, including giving responsive feedback and handover information to Line Manager, and colleagues where there is a shared caseload.
- To independently meet deadlines, including accurately recording and logging support hours, documenting relevant client information and completing other administrative paperwork in adherence to the terms of the contract.
- To risk assess and take appropriate steps to safeguard clients.
- To follow ECAT requests and meet KPIs set by contractors.
- Ensuring all clients receive the full protection/support of the EU convention, as laid out in article 12 of the ECAT.
- To arrange appointments for individual clients, and liaising with organisations and individuals regarding clients in a professional manner.
- In Outreach - Visiting clients face to face (where suitable) a minimum of once a month, taking into account what is reasonable to meet that client's needs.
- Meeting clients in an appropriate environment, including using remote sessions where needed.
- To ensure the progression of clients through the system, including journey planning and move on strategies, within the required time frame.
- To regularly attend supervision meetings with Line Manager.
- Adhering to all internal procedures regarding City Hearts 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.
- Being placed on the Drop In rota to support clients where required.

Any other duties that are commensurate with the role.



Skills/Abilities:

- Work proactively and responsively to deadlines
- Ability to feedback information and handover appropriately
- Ability to work as part of a team
- Swift communicative skills
- Responsive to clients' needs
- Ability to engage with clients, and adapt communication techniques where required
- Ability to advocate
- Ability to research
- Ability to maintain a positive attitude while working



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 enhanced DBS check. • An understanding of Modern Slavery and 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. • To have recent experience with documenting and logging information, and record keeping. 	<ul style="list-style-type: none"> • Experience working in a safeguarding lead environment. • An understanding of working within the third sector. • Lone working
Skills	<ul style="list-style-type: none"> • To have good communication skills, including giving feedback and being able to competently and explicitly hand over information. • To be able to crisis manage and defuse conflict, and to take initiative when needed. • To be flexible and responsive to clients' needs. • To be able to maintain client confidentiality and to record keep. • To manage a varied caseload and prioritise tasks. • Able to write reports and letters on behalf of your client in a professional manner. • A good level of administrative skills. • To work within the Internal Policies and Procedures of City Hearts. 	<ul style="list-style-type: none"> • Experience in journeying individuals in the road to recovery. • Ability to speak another language.
Personal Attributes	<ul style="list-style-type: none"> • To uphold good personal and professional boundaries when working with clients. • To be flexible and have a willingness to change alongside the role and demands of a forward moving charity. • To uphold the values and vision of City Hearts. • To speak well of City Hearts, clients and other colleagues. • To be reliable, punctual and maintain confidentiality. • To be able to navigate change. • To use personal supervision effectively. • To be honest and demonstrate good communication skills. 	<ul style="list-style-type: none"> • To have professional goals and want to pursue professional development. • A passion to help others pursue freedom.



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. • Applicants must be willing to work with either male or female clients depending on the service needs. 	<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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