



SUPPORT WORKER
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 Support Worker within our Female Accommodation Team. In this role, you'll be supporting the women rescued from human trafficking, now residing at the safehouse accommodation, with everyday tasks; promoting their independence; empowering them in their recovery and assisting with their integration into the community.

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: Support Worker

Reports to: Female Accommodation Coordinator

Contracted Hours: 16 hours including one weekend shift. Shifts are 12pm-8pm.

Contract Duration: Fixed until 29th June 2025

Salary: £18,250 pro rata per annum

Location: Sheffield

Closing Date: Interviews being scheduled

whilst applications are open, therefore early application is advised

Interview Date: Ongoing

Probationary Period: 3 months

Direct Reports: N/a

RESPONSIBILITIES:

- Supporting the clients at the accommodation with everyday tasks; promoting their independence; empowering them in their recovery and assisting with their integration into the community.
- Welcoming new clients into service, carrying out initial inductions and supporting clients when moving on from the accommodation.
- Regular shift work shifts are 12pm-8pm, **one of which will be a weekend shift** at either of the two female safe houses.
- Creating and initiating activities with the clients – organising outings periodically. Helping the women develop skills, autonomy and confidence through engaging them in activities such as learning English language skills, building healthy friendships, cooking, budgeting and personal safety.
- Using the Computer Management System (CMS) to accurately and professionally record client information, ECAT entitlement support work, incident reports and any other information when needed in a timely manner
- Keeping the house clean and tidy on a daily basis and helping to ensure the smooth running of the day to day programme e.g. organising and attending appointments, managing issues that arise at the accommodation.
- Creating a safe and friendly atmosphere/environment in the house when on shift.
- Taking phone calls on behalf of clients and liaising with professionals that call or visit the accommodation.
- Help resolve any issues that occur with clients and working alongside caseworkers and management to best support a client.
- Adhering to all internal procedures regarding City Hearts, following any legislation and attending mandatory training.
- Promoting City Hearts in adherence to the terms of the contract – this may include attending events on behalf of City Hearts as a whole.
- Being flexible to cover last minute emergencies if they arise and carrying out standby shifts as the rota designates.



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. 	<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.
Experience	<ul style="list-style-type: none"> • To have recent experience of working with vulnerable people. 	<ul style="list-style-type: none"> • 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. • Ability to speak another language.
Personal Attributes	<ul style="list-style-type: none"> • To uphold good professional boundaries when working with vulnerable people. • To show grace and patience. • 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 demonstrate good communication skills. 	<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, please email HR@cityhearts.co.uk and we would be happy to help.





PURSuing FREEDOM. **RESTORING LIVES.**

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