Outreach Caseworker

At other organisations, this role may be known as Social Worker.

Recruitment pack

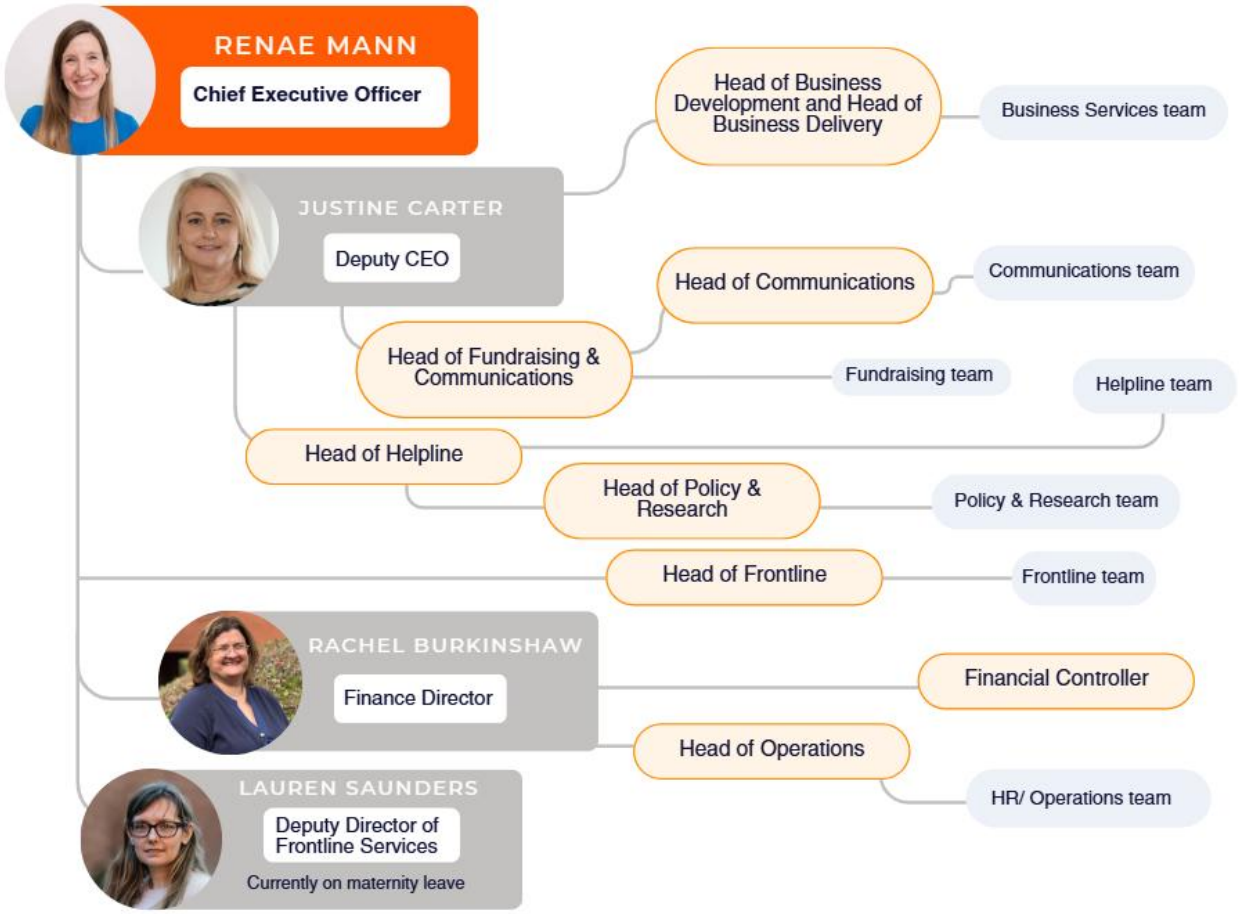
Location	Unseen's head office in Bristol with travel to Unseen's Accommodation Services and Outreach provision across the Southwest of England.
Salary	£28,964.30 per annum. We are an accredited member of the Living Wage Foundation.
Contract type	Fixed term (until January 2028)
Hours	Full-time (37.5 hours per week). Monday – Friday, flexible between the hours of 8am and 8pm. Part-time (22.5 hours per week) will also be considered.
Reports to	Support Service Managers
Key relationships for the role	• Survivors of Modern Slavery • Accommodation Support Officers • External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army.
Requirements of the role	• Enhanced with List DBS • UK Driving Licence/ Car with insurance covering Business purposes across multiple locations • Lone Working and On-Call duties • Working under the Official Secrets Act – maintaining confidentiality with respect to service locations and identity of staff and survivors
Benefits	• 33 days holiday per year (pro-rated equivalent for part time), inclusive of bank holidays • An additional day of paid leave is awarded at the start of each holiday year (maximum of 5 days) • Paid Birthday leave and Long Service awards • Enhanced Sick Pay entitlement • Enhanced Maternity, Paternity and Adoption leave • Employee Assistance Programme – counselling for individuals and their families (up to 8 sessions) and a range of wellbeing support resources • Pension contributions • Bike to Work Scheme • Speak Up Staff line and lone working system in place • Clinical supervision

About us

Unseen is a UK charity with its head office in Bristol. We provide safehouses and support in the community for survivors of trafficking and modern slavery and operate the UK wide Modern Slavery & Exploitation Helpline. We also work with individuals, communities, business, governments, other charities and statutory agencies to end slavery for good.

Our vision: A world without slavery. We aim to transform society's response so all can live in a world free from such abuse and exploitation.

Our mission: We're working to end modern slavery by **empowering**, **equipping** and **influencing** others to bring about positive and transformational change.



Purpose of the role

The Role Within Unseen

Unseen supports survivors of trafficking and modern slavery through our safehouse accommodation, and our outreach team based in the community. Caseworkers deliver services to victims of modern slavery and human trafficking who are being supported through Unseen's safe-houses and outreach service.

You will be responsible for managing a caseload of clients across Unseen's services and applicants should have experience of supporting clients with complex needs to access services and support to assist their recovery and transition to independent living.

Purpose of the role

To work collaboratively as part of Unseen's service team to deliver a range of support to vulnerable adults across the Southwest.

Responsibilities Will Primarily Consist of:

1. Working with service users (in the community and in safehouses at times) to identify support needs and creating a journey plan to lead them towards recovery and independence.
2. Working alongside service users to help them complete the goals in their journey plan, ensuring they are aware of their rights and entitlements and advocating for them
3. Identifying and managing risk with service users.
4. Supporting staff and clients at within our outreach service, and at times in the safehouses.
5. Managing own caseload of service users, ensuring all administrative work is clear, accurate and up to date.

Key responsibilities and tasks

Hold and manage own caseload (with service users across multiple sites), developing, reviewing and working to journey and risk plans, in partnership with their clients and their manager

1. Responsible for delivery of the service to clients with complex needs across all of Unseen's services (accommodation, outreach, move-on, reach in – as outlined in service user journey).
2. Responsible for managing own caseload and client's journey through service.
3. Responsible for identifying and clarifying level of support needed for individual clients.
4. Responsible for planning, in conjunction with a service user and the relevant partner agencies how a service user will move through the service and eventually exit.

5. Responsible for identifying and managing risk. Putting appropriate and agreed safeguards and mechanisms in place and making referrals to other agencies as appropriate.

Be responsible for day-to-day service provision, ensuring victims (and their dependents) get access to the services and support they need

1. Provide service users with an overview of their options and provide specialist support, independent information, signposting, casework and appropriate advocacy in the areas identified in their needs assessment (housing, medical, financial, emotional, social and any other areas identified by you or the client).
2. Expected to ensure that all service users have their ECAT entitlements met and evidence this via journey planning (in timeframes set by the victim care contract).
3. Attend appointments and meetings with service users as required.
4. Support clients to access specialist services, other professionals and agencies and work collaboratively as required.
5. Responsible for being part of the on-call rota and day duty referral process.

Promote best practice in supporting survivors (and their dependents) and monitor impact of the services and outcomes for survivors

1. Adhere to and work within all Unseen's policies and procedures
2. Adhere to and work within the requirements of the Victim Care Standards
3. Adhere to and work within the requirements of the Victim Care Contract KPIs
4. Ensure all completed work is recorded and kept up to date following contractual and organisational obligations and requirements **Monitoring and recording of cases happens on a database system*

General (all staff)

1. Promote the vision, aims and objectives of the organisation and ensure that all contacts with external people and organisations fully reflect the professional approach of the organisation.
2. Understand and comply with all relevant legislation and adhere to organisational and operational policies and procedures.

Person Specification

We use the Person Specification to shortlist candidates for interview. For competitive personal statements, we recommend referencing with examples how your skillset and experience matches the Person Specification.

Essential Knowledge, Skills and Experience
Ability to proactively assess and manage risk and engage service users and colleagues in this process.
Ability to use database systems to record and log service user information as required.
Ability to follow organisational guidelines to deliver health and safety and risk assessed routines.
Ability to communicate to all levels within the organisation using multi-channel systems.
Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress.
Significant previous experience in health/social work/working with vulnerable adults in community and accommodation settings.
Significant experience of managing own caseload.
Previous experience of lone working.
Ability to maintain clear boundaries.
Ability to work flexibly, across multiple locations and sometimes outside core office hours and to be part of the duty and on-call rota.
Desirable Knowledge, Skills and Experience
Understanding of the issues trafficked persons face and the support areas that may be relevant.
Good knowledge and understanding of the support needs of individuals who have been trafficked.

Good knowledge of and an awareness of the rights and entitlements (including immigration, housing and benefits legislation) of trafficked persons, asylum seekers and refugees.
Understanding of the National Referral Mechanism.

How to apply

1. **Complete Unseen's application form for the role, and;**
2. **Send an anonymised copy of your CV to jobs@unseenuk.org. Please specify which vacancy you are applying for in your email.**

The deadline for applications is 23:59 on 1st December 2026

Interviews will likely be held the first week of December 2026.

We reserve the right to close this vacancy early if we reach the requisite number of applications. For this reason, we encourage interested candidates to apply early.

If you are unable to complete the form online, please email jobs@unseenuk.org or call us on 0303 040 2888 and we will send a printable version for you to complete.

Please note: The only information from your application that will be shared with the hiring manager is your anonymised personal statement and CV.

As an organisation focused on equity, diversity and inclusion, we welcome applications from all sections of the community we serve including those with lived experience of modern slavery, those with diverse backgrounds, cultures, and religion, people of colour, those with disabilities and those from the LGBTQ+ community.

References from previous employers will only be contacted after a job offer. If there are valid reasons for this not to be possible, please mention this on your application.

Any questions, please contact jobs@unseenuk.org or call us on 0303 040 2888.

Thank you for your interest in working with Unseen to achieve our vision of a world without slavery