Safehouse Caseworker

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

Recruitment pack

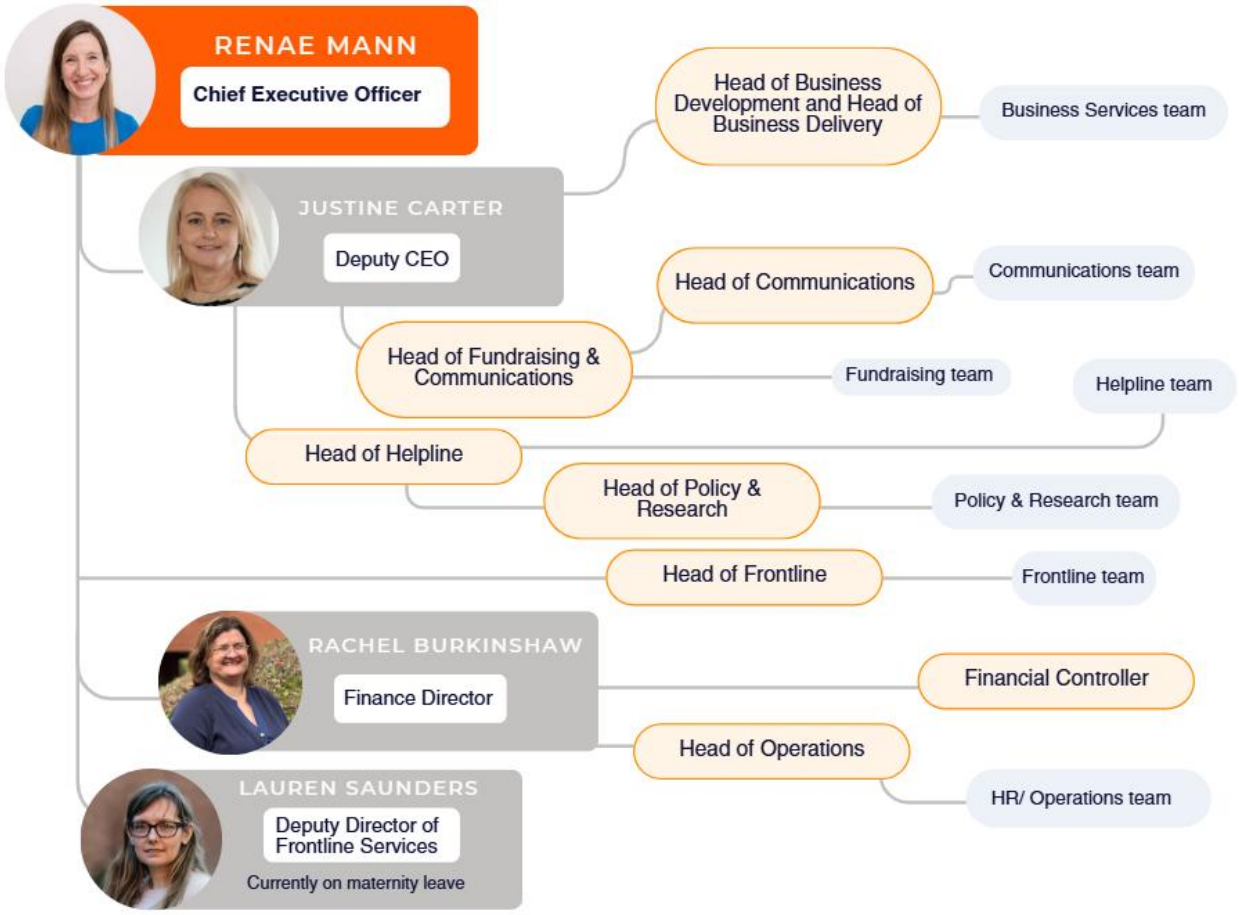
Location	Unseen's Accommodation Services
Salary	£28,964.30 per annum. We are an accredited member of the Living Wage Foundation.
Contract type	Fixed term (until January 2028)
Hours	Full-time (37.5 hours per week). Monday – Friday, flexible between the hours of 8am and 8pm. Part-time (22.5 hours per week) will also be considered.
Reports to	Support Service Manager
Key relationships for the role	• Survivors of Modern Slavery • External agencies (housing associations/maintenance) and statutory bodies including other NGOs and the Salvation Army
Requirements of the role	• **This post is exempt of the Sex Discrimination Act 1975; applicants must be female.** • 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 Safehouse Caseworker will be based at our safehouse accommodations in South Gloucestershire (the female safehouse) and North Somerset (the male safehouse), and the primary purpose will be to provide survivors with high-quality support and to oversee the day-to-day operation and maintenance of the safe houses.

Key responsibilities and tasks

Responsible for day-to-day health and safety of the accommodation provision in line with Unseen policy & contractual requirements.

1. Welcome survivors to the safehouse and complete relevant induction paperwork in line with expected timeframes.
2. Responsible for identifying property maintenance issues and facilitating routine and emergency repairs as required.
3. Responsible for required health and safety checks, ensuring these are completed and that accurate records are maintained.
4. Responsible for preparing rooms for new arrivals and when survivors leave.

Responsible for the safety and security of survivors in line with Unseen policy & contractual requirements.

1. Responsible for ensuring all safety and security procedures are followed to keep self and others safe, whilst promoting awareness of Health & Safety amongst service users.
2. Responsible for taking referrals into the project whilst on shift.
3. Responsible for assisting service users to manage risk/incidents/safeguarding issues when on site and recording these accurately as required.

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, identify support needs and leading them towards recovery and independence.

1. Responsible for delivery of service to caseload in the safehouse.
2. Responsible for identifying and clarifying level of support needed for individual clients.
3. 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.
4. Responsible for identifying and managing risk. Putting appropriate and agreed safeguards and mechanisms in place and making referrals to other agencies as appropriate
5. 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).
6. Support clients to access specialist services, other professionals and agencies and work collaboratively as required.
7. Responsible for being part of the on-call rota and day duty referral process.

Create a strong community within the safe houses that enable survivors to feel safe.

1. Participate in the handover process to communicate information about all service users living in the safe house. Communicating with management and colleagues where necessary.
2. Responsible for receiving information from other team members and service users and acting upon this – referrals, induction to the house, risk, incidents, safeguarding, support needs, activities done, support given.
3. To support and/ or facilitate delivering house activities such as communal meals, film nights, English lessons, games evenings to promote social cohesion and build positive relationships. To support and / or facilitate in regular meetings in each safehouse.

General (All Staff)

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

Unseen UK actively promotes equality, diversity and inclusion. We match our needs with skills and experience of candidates, irrespective of age, disability (including hidden disabilities), gender, gender identity or gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, or sexual orientation.

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.

This post is exempt of the Sex Discrimination Act 1975; applicants must be female.

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.
Previous experience of lone working, and ability to maintain clear boundaries.
Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress, managing your own caseload.
Significant previous experience in health/social work/working with vulnerable adults in community and accommodation settings.
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
Good knowledge and understanding of issues, trafficked persons face and the support areas that may be relevant.
Good knowledge and 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.
Commitment to social justice issues and the restoration of vulnerable people.

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