

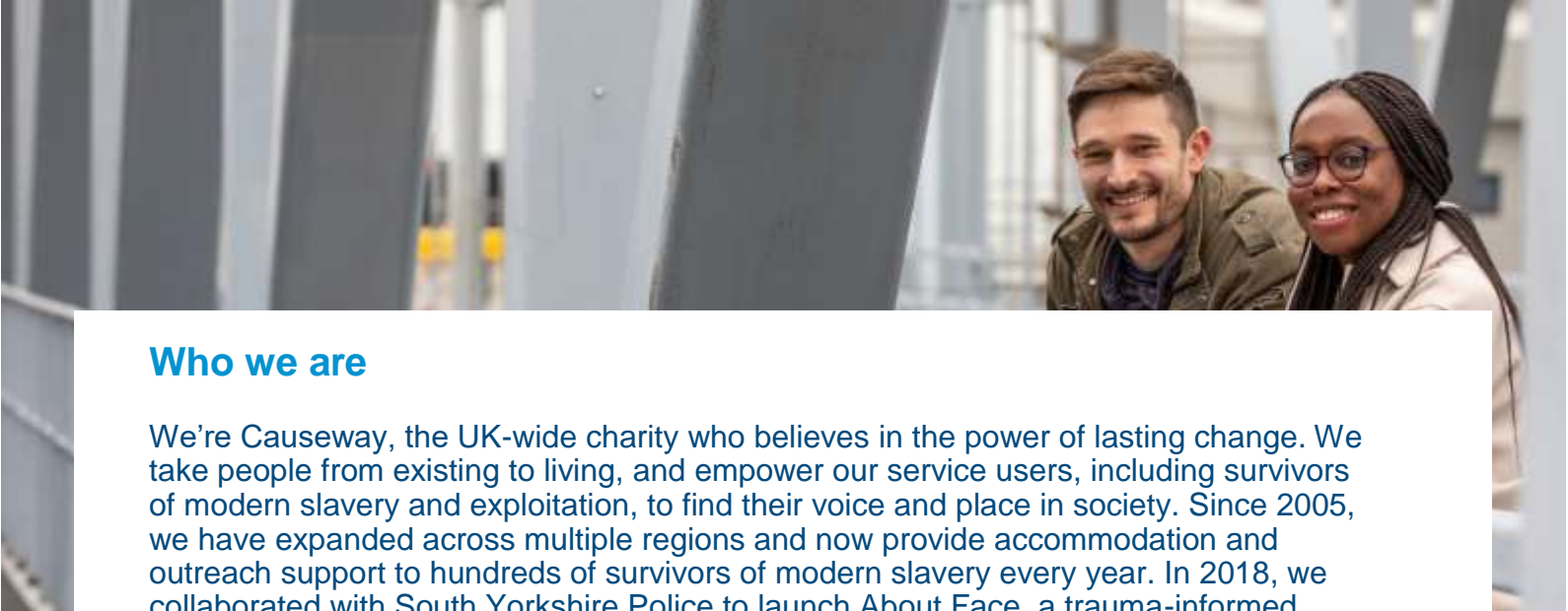


# Accommodation Advocate

Candidate information pack

CAUSEWAY





## Who we are

We're Causeway, the UK-wide charity who believes in the power of lasting change. We take people from existing to living, and empower our service users, including survivors of modern slavery and exploitation, to find their voice and place in society. Since 2005, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year. In 2018, we collaborated with South Yorkshire Police to launch About Face, a trauma-informed programme committed to breaking the cycle of crime, collaborating alongside other organisations such as South Yorkshire Police, Her Majesty's Prison and Probation Service, amongst many others. Our vision is to ensure a thriving future for marginalised and vulnerable people, 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 Causeway

We currently have an exciting opportunity for an Accommodation Advocate working in our Safe - Houses. In this role you'll casework service users living within our Safe-house. 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 Causeway

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
- 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)
- Mediacash medical discount scheme
- 3% employer contribution pension scheme
- Support via Staff Networks including an LGBTQ+ staff network

## Responsibilities

- Case working service users 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.
- 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 Causeway 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 Causeway, the Safe Houses and any legislation.
- Promoting Causeway in adherence to the terms of the contract – this may include attending events on behalf of Causeway as a whole.



## Qualifications, experience and skills

### Essential Requirements

#### Education, Qualifications & Training

- Demonstrate knowledge in specific subject area through specialist training, degree or vocational studies.
- An appropriate DBS check.
- A basic understanding of human trafficking

#### Experience

- To have recent experience of working with vulnerable people, people with complex mental health issues and victims of abuse

#### Skills

- 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.
- A good level of administrative skills.
- Experience in journeying individuals in the road to recovery.

#### Personal Attributes

- To be flexible and have a willingness to adapt to change alongside the role and demands of a forward moving charity.
- To speak well of Causeway, clients and other team members.
- Passion for helping people and vision and mission of Causeway.
- A passion to support marginalised and vulnerable people
- To be reliable, punctual and maintain confidentiality.
- Leadership qualities
- To regularly feedback to line manager
- To be emotionally robust.
- Organised
- Personable
- Proactive
- Honest

## Desirable Requirements

### Education, Qualifications & Training

- 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

### Skills

- Knowledge of the asylum system
- Knowledge of the National Referral Mechanism

### Experience

- Working in the third sector
- Lone Working
- Working in a safeguarding lead environment

If you have any questions regarding this vacancy, or if you would like to request this information in a different format, please email [people@wearecauseway.org.uk](mailto:people@wearecauseway.org.uk) and we will be happy to help.