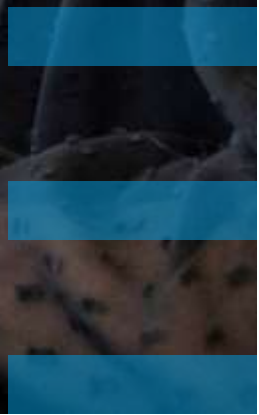


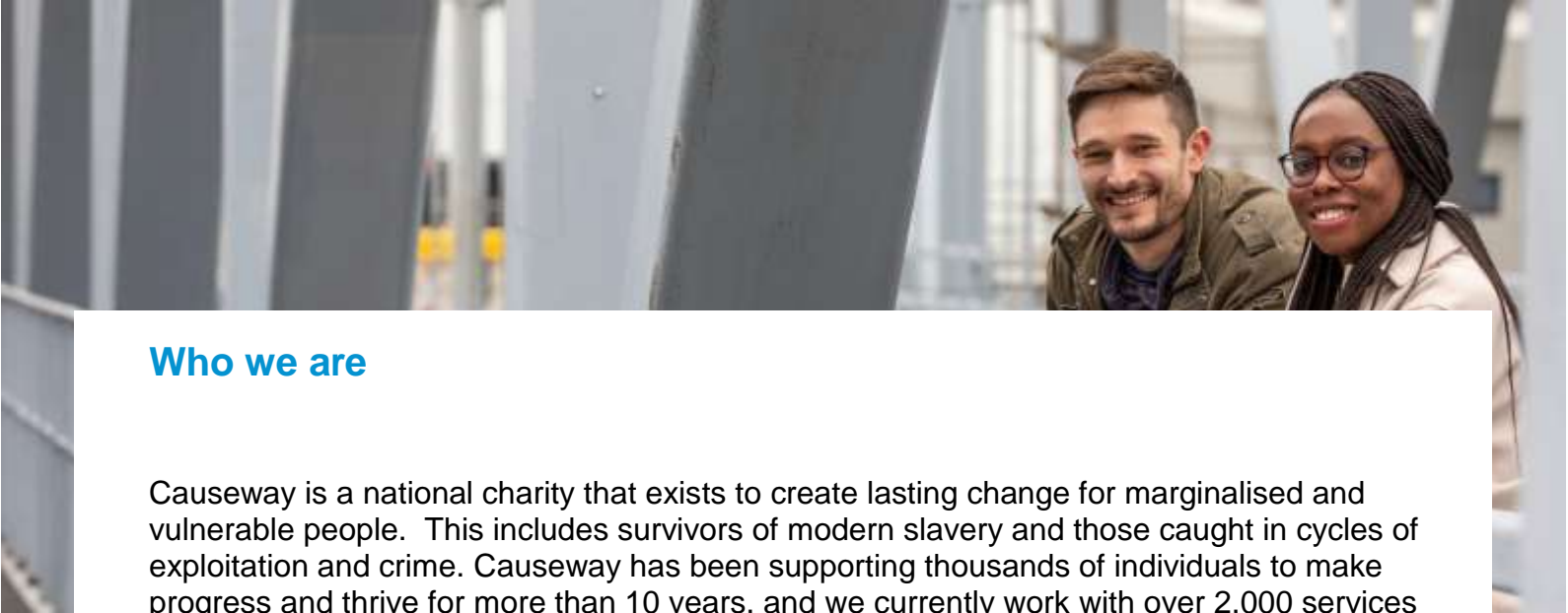


Accommodation Advocate

Candidate information pack

CAUSEWAY





Who we are

Causeway is a national charity that exists to create lasting change for marginalised and vulnerable people. This includes survivors of modern slavery and those caught in cycles of exploitation and crime. Causeway has been supporting thousands of individuals to make progress and thrive for more than 10 years, and we currently work with over 2,000 service users each year. We offer a person-centred approach to trauma support, so that those on their recovery journey feel seen and heard, but not judged or defined by their experiences. Our services include, but are not limited to: safe houses, one-to-one specialist support, holistic crisis support interventions and community connection groups. We also signpost service users into: counselling, training courses, volunteering and employment.

Role Summary

How this role fits into the vision and objectives of Causeway

Causeway runs safe houses for men, women and families who have escaped modern slavery. In this role you will work alongside a team to support service users living within our female safe houses based in Liverpool. You will equip and empower individuals who've experienced trauma to live free and meaningful lives. Day to day, this role includes providing service users 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 and creating a warm and welcoming environment for service users to live in during their time with us.

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)
- Medicash 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 paperwork/online reporting in adherence to the terms of the contract. Including but not limited to; journey plans, risk assessments and inductions.
- Ensuring that all Key Performance Indicators (KPIs) are met.
- Ensuring progression of PVOHT through system;
- Liaising with organisations and individuals regarding service users 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.
- Ensuring accurate logging of all support hours.
- Ensuring exit strategies are being prepared in a timely fashion.
- Dealing with out of hour crisis in accordance with on call rota.
- Receiving out of hours' referrals in accordance with the on call rota.
- Carrying out inductions, journey plan reviews and updating the client management system regularly.
- Supporting service users to attend appointments when appropriate.
- Some basic housekeeping duties including the cleaning and preparation of bedrooms for new service users.
- Ensuring that volunteers who work with you on shift have the proper level of support and adhere to policies and procedures.
- 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 and we will be happy to help.