



Job information: Accommodation Caseworker

Summary

We are looking for a committed individual with strong experience of working with vulnerable women to provide essential, tailored casework support for residents living in Ella's' safe house accommodation. You'll need to be caring and professional, passionate about the vision and mission of Ella's, and able to maintain and develop strong partnerships with other community organisations and groups, both locally within boroughs and London-wide. The ideal candidate will be welcomed into a small but dynamic organisation, supporting and empowering women to recover from the trauma they've been through, and build lives that are safe and free.

Job Location:	London (involves travel across London)
Salary:	£28,572 - £31,040 pro rata (depending on experience)
Working hours:	Full-time
Contract:	Permanent (with six-month probation)
Reporting to:	Service Manager

Special conditions

- You will be asked to provide a basic DBS check.
- Due to the nature of this work, this role is for women only.
- The postholder is expected to take part in the out of hours on-call service.
- Ability and willingness to work flexibly, and at other Ella's locations.



Two reasons why you should join Ella's

1. You will make a difference: Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Join us, and be a crucial part of ensuring survivors have all they need to recover and build lives that are safe and free.
2. You will work in a great place: We are a passionate, growing organisation. Of our staff, 100% say they would recommend Ella's as a place to work. As a team, we are strong, women-led, authentic, professional, fun and supportive of one another.

Job description and person specification

The purpose of this role is to provide essential, tailored casework support for residents living in Ella's' safe house accommodation. The main responsibilities of this role are:

- Provide one-to-one support for safe house residents This includes ensuring that survivors understand their rights and that these are met, coaching survivors to identify and work towards their personal goals, supporting survivors to access appropriate services/treatment providers and ultimately be supported into independence.
- Manage social work students, placements and interns.
- Maintain and develop borough related relationships.

We are looking for a passionate individual who has strong experience of working with vulnerable women, is aligned with the vision and mission of Ella's and can maintain and develop strong partnerships with other community organisations and groups, both locally within boroughs and London-wide. The ideal candidate will be welcomed into a small but dynamic organisation, supporting and empowering women to recover from the trauma they've been through, and build lives that are safe and free. The role also offers opportunities to contribute to the direction and vision of Ella's.

Key tasks

Casework provision

- Provide high quality casework support to residents (housing, financial, legal, mental health, and physical wellbeing support)
- Support survivor empowerment to speak out and self-advocate
- Carry out regular risk assessment with survivors and respond to any safeguarding concerns as per Ella's' safeguarding procedures
- Provide day-to-day support and build trusting relationships with the service users
- Be sensitive to the rapidly changing emotional and physical needs of the service users and respond accordingly
- Manage all paperwork, processing any personal data in accordance with Ella's' policies and procedures

- Ensure casenote records are recorded within 24 hours of each service user contact using Ella's' case management system
- Assist service users with administrative tasks as required: reaching out to supporting agencies, booking appointments, form-filling, and attending appointments
- Assume an advocacy role during external appointments, if required
- Assist in writing covering letters and support letters to compliment service users' application forms, advocate for the service user in specific needs, or to keep other organisations updated as required
- Research the requirements for benefit applications and assisting service users to complete (as required)
- Liaise effectively with other agencies involved in the care or support of service users to ensure their needs are sufficiently met
- Manage referrals and new intakes
- Help create survivor led support plans
- Work collaboratively with other accommodation caseworkers
- Encourage and supporting survivors to attend sessions and activities inside and outside of Ella's

Volunteer coordination

- Oversee social work students and/or interns placed within the safe house, with support from the service manager
- Ensure relevant policies and procedures are upheld by self, all volunteers and visitors who come into contact with survivors
- Adhere to and ensure all students and interns have a good knowledge of Ella's' casework management forms and recording systems and oversee the consistent use of these
- Provide regular supervision to students and interns

Safeguarding, and health and safety

- Work in collaboration with the Safehousee and Facilities Manager
- Ensure all major incidents, accidents, safeguarding concerns or potential hazards are managed, reported and recorded according to Ella's' policies and procedures
- Participate in the identification and assessment of risks and implement agreed working procedures to minimise their impact; writing risk assessments as required
- Promote awareness of health and safety amongst service users, including those who use emergency/on call systems, fire prevention and control systems as necessary
- Ensure the location confidentiality of Ella's' premises to protect survivors and safeguard staff and volunteers
- Participate in any relevant Safeguarding training and keep up to date with any changes to Ella's' safeguarding policies and procedures

Accommodation and risk management

- Run regular house meetings and house outings for residents

- Support residents with housing benefit and service charges
- Manage all paperwork in the premises, processing any personal data in accordance with Ella's' Data Protection Policy and procedures
- Handle emergency situations calmly and professionally
- Ensure all safety and security procedures are followed to keep self and others safe
- Maintain a safe and secure working environment
- Ensure the location confidentiality of Ella's' premises to protect survivors and safeguard staff and volunteers

Other/general duties

- Develop strategic partnerships with local agencies working within the Violence Against Women and Girls sector and other local organisations or businesses that could enrich the work of Ella's
- Take part in the out of hours on-call service
- Attend any training required for the role, keeping up to date with any developments and changes within the sector
- Represent the work at Ella's with integrity at all times
- Adhere to all of Ella's policies and procedures at all times
- Be an active member of the organisation, attending any team meetings that are required and contribute to Ella's' strategic goals and input into its direction of growth
- Attend monthly supervision with the service manager and keep in regular contact
- Manage all paperwork, processing any personal data in accordance with Ella's' policies and procedures
- Support Ella's' fundraising and external communications by assisting with the gathering of stories, data and so on
- Complete any other duties as directed by the service manager which are within the scope of the role

(All photos: Tom Price/Ella's)



Person specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • Emergency First Aid certificate • Degree in social work, psychology, counselling or other relevant field
Skills	<ul style="list-style-type: none"> • Awareness of trauma and mental health support needs of survivors • Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress • Excellent interpersonal and communication skills, both verbal and written • Ability to identify and appropriately respond to safeguarding concerns • Ability to maintain clear professional boundaries • Team working skills • Ability to work under pressure • Ability to identify and manage risks • Administrative, recording and reporting skills • Ability to read and understand policies/procedures • Good organisational and time-management skills • Ability to lone work and work on own initiative with the minimum of supervision • A practical and flexible approach to work, and the ability to learn new concepts quickly • Excellent IT skill suitable for the role, in particular email, casework management and word processing 	<ul style="list-style-type: none"> • A second language (highly desirable languages include Vietnamese, Albanian, Yoruba, Tigrinya, Mandarin) • Understanding of statutory service providers, systems and support available eg social services, mental health services, basic housing law

Experience	<ul style="list-style-type: none"> ● Experience of supporting vulnerable people ● Experience with managing budgets ● Experience working towards targets and deadlines, and writing reports 	<ul style="list-style-type: none"> ● Experience working with migrants, including refugees and asylum seekers ● Experience working in small charities ● Experience managing and supporting volunteers ● Experience of working in a safe house
Knowledge	<ul style="list-style-type: none"> ● Safeguarding children and vulnerable adults ● Broad understanding of working with vulnerable women and families 	<ul style="list-style-type: none"> ● Familiar with issues around immigration in the UK, and migrant experiences ● Familiar with the issue of Modern Slavery in the UK ● Understanding of burnout and vicarious trauma
Ethos	<ul style="list-style-type: none"> ● Possess a commitment to follow the policies and procedures and ethos of Ella's and be a committed advocate of our work ● It is a requirement of this job role that she is female under the Equality Act 2010 ● The post holder is expected to be familiar with and have regard to the values and principles of Ella's. The postholder must be prepared to operate within the ethos of the organisation and ensure that people of all backgrounds and beliefs are respected 	<ul style="list-style-type: none"> ● Experience of working with people from different backgrounds

How to apply

To apply for this role, please submit the following:

- Up to date CV
- Covering letter
- Completed [equal opportunities online monitoring form](#). The information on this form will be treated as confidential and used for statistical purposes

only. The form will not be treated as part of your application. This form is submitted online and does not need to be emailed with your application documents.

Please email recruitment@ellas.org.uk with your CV and covering letter and to let us know you have completed both forms before 9:00am on Monday 28 October 2024. Write 'Accommodation Caseworker' in the subject line of your email. We will review applications as we receive them and may offer interviews before the closing date. It is intended that interviews will be held in person or online during November. Candidates will be invited to interview by email, so please check your spam.

If you have queries about any aspect of this role or the appointment process, need additional information or wish to have an informal and confidential discussion then please email recruitment@ellas.org.uk
Please also note that appointment to this role will be subject to a DBS check.

More about Ella's

Ella's is a London-based organisation working with women who have survived trafficking and sexual exploitation. Our mission is to do everything we can to ensure survivors have all they need to recover and build lives that are safe and free.

Here is a summary of our main activities:

- We run three safe houses. This supported accommodation is crucial for survivors, until they are ready and able to live independently.
- We provide regular support for women and families in neighbourhoods across London, and many more further afield when they need us.
- We speak out on issues affecting the women we work with. We care deeply about survivors of trafficking and exploitation and want to see a world where these crimes are not tolerated.

Ella's is an equal opportunities employer. We encourage applications from all backgrounds and communities, as we believe having a diverse team adds value and positively impacts our service. We actively encourage applicants from BAME backgrounds, LGBTQ+ applicants and those with disabilities. We are committed to equality and diversity within our organisation.

Benefits

- Access to a professional supervisor
- 28 days holiday, plus bank holidays
- Enhanced pay for family leave
- Sick pay
- Flexible working