

Job Description

Job title:	Navigation & Support Worker (Intensive Support)
Responsible to:	Service Delivery Manager
Responsible for:	Not Applicable
Hours of Work:	35 hrs per week, including some unsociable hours.
Location:	Office base and outreach work in Leeds area
Contract length:	End of contract 31 March 2025
Salary and benefits:	£28,495 Holiday entitlement is 27 days plus 8 bankholidays 4% contributing pension Other benefits include flexible working options, favourable sick pay conditions and free monthly external supervision

Job Purpose

To provide appropriate emotional and practical support to women in the sex industry and/or those who are being sexually exploited. The women we work with often require intensive practical and emotional support as well as help to navigate health and, social care, the criminal justice systems and other services. The women's circumstances can impact their mental or physical health. They may also be at risk of or experience homelessness and come into contact with the criminal justice system. Many of the women may experience historic or current sexual and/or domestic abuse.

Working within a harm reduction ethos prioritising women's safety and wellbeing, the intensive personalised supported will help women to access other services making appropriate referrals for women who wish to access additional support, including exiting/transitioning out of sex work. You will be responsible for ensuring that women with varying needs are supported effectively throughout their pathway of support with Basis and partners, advocating for and with the women you are working with including, where necessary, challenging stigma and judgement women face.

Department/team

Our services in Leeds provide support to adult women (and those identifying as women/non-binary) involved in all aspects of the sex industry or who are experiencing sexual exploitation. The postholder will provide support to women identified as requiring or accessing intensive support. The team work to Basis' organisational values, taking a rights-based approach and provide evidence-based services to enable and empower women to make informed choices. The team have an established reputation for providing high quality, effective safety advice, information and support, enabling safer working practices. Services are provided within the community, on evening outreach and at venues as women determine.

Duties and key responsibilities

1. Delivery

- 1.1. Oversee a relatively low caseload of women who require or access intensive support in order to ensure women's needs and aspirations are met throughout the pathway of support.
- 1.2. Ensure that safeguarding practice is embedded within working practices, including work on boundaries and resolution of conflict to provide positive spaces/activities for women.
- 1.3. Ensure that women have access to services in line with funder expectations and client need and wishes.
- 1.4. Provide harm reduction interventions to women to empower them to engage in safer working practices
- 1.5. To be on a rota to deliver/lead evening outreach services, which includes driving our outreach vehicle.
- 1.6. Lead drop in session on a rota basis.
- 1.7. Ensure women have access to services through a variety of means, i.e. face to face, digital engagement, outreach, etc.
- 1.8. Take responsibility for co-ordinating and delivering joint partnership working to sex workers in order to reduce harm, develop positive responses to sex workers and enable positive change, including transition into wider community based support.
- 1.9. Ensure that safeguarding practice is embedded within working practices to effectively support those 'at risk'
- 1.10. Establish, maintain and develop good partnership working relationships with professionals and organisations both statutory and voluntary.
- 1.11. Advocate for women (either those who sex work or who are experiencing exploitation), challenging discrimination, exclusion and stigma both for individuals and within the wider community
- 1.12. Work proactively with volunteers and peers to delivery well co-ordinated drop in sessions and outreach services on a rota basis.
- 1.13. Ensure the service maintains its strict confidentiality and protects the data of those accessing the service, sharing information to minimise harm & co-ordinate support where necessary

2. Monitoring and Evaluation

- 2.1. Ensure ongoing recording and monitoring of project outputs and outcomes
- 2.2. Manage engagement and outcome data, inputting data onto the database and collating information to produce relevant reports.
- 2.3. Responsible for gathering feedback from women on the service and any improvements suggested
- 2.4. Support analysis of data to review service delivery and services of others

3. Budget

- 3.1. Support the Service Delivery Manager to ensure the project is delivered within the budget
- 3.2. Provide timely information to the Service Delivery Manager to ensure that the project budget is created and effectively managed.

4. Partnership engagement and management

- 4.1. Ensure the maintenance and development of excellent partnership working relationships with professionals, organisations and other key stakeholders.
- 4.2. Support the Service Delivery Manager to maintain relationships with all relevant external stakeholders and organisations.
- 4.3. Ensure effective representation at external meetings and events to facilitate improved understanding of sex work and related issues

5. Communications

- 5.1. Collaborate with the Business Development & Marketing Manager in ensuring that social media is effectively used in line with social media policies.
- 5.2. Ensure that information/publicity with regards to service outcomes is kept updated.
- 5.3. Engage proactively with digital engagement and social media where required in order to ensure women across the sex industry can access services.

6. General Responsibilities

- 6.1. Contribute to team meetings and organisational priorities, strategic goals and performance targets
- 6.2. Support volunteers who work alongside you.
- 6.3. Actively engage in regular internal and external supervision to support professional development and reflective practice.
- 6.4. Be flexible within the broad remit of the post
- 6.5. Ensure that finance and resources are used effectively and within budget
- 6.6. Work collaboratively on projects and priorities with your line manager which may vary from time to time
- 6.7. Be proactive in keeping up to date with and generating development relating to your work (including policy updates)
- 6.8. Abide by organisational policies and practices, and our values
- 6.9. Support diversity and equality of opportunity in the workplace.
- 6.10. Ensure that effective safeguarding procedures are in place and are acted upon
- 6.11. To drive the company van for outreach and other occasions when needed.

PERSON SPECIFICATION

EXPERIENCE

- Relevant recent experience of working with women who require intensive support on a 1 to 1 basis, or work within in the sex work sector (essential)
- A minimum of 3 years' experience of working with women with intensive support needs (desirable)
- Experience of multi-agency partnership working (desirable)
- Experience of working in a complex environment, actively managing risk and following case management procedures to meet the needs of a diverse and vulnerable client group (essential)
- Working with a range of stakeholders and partnership working or strategic networking, spanning voluntary, leadership and women's sectors. (desirable)
- Ensuring effective collection, collation and reporting of information (essential)

SKILLS AND ABILITIES

- The ability to build relationships with women with intense support needs and/or diverse, marginalised communities (essential)
- Organised and meticulous with an ability to maintain effective record keeping systems (essential)
- An understanding of how to take a rights-based approach, enabling dignity, choice, respect, privacy and fulfilment into practice in a support setting (essential)
- Empathy with the needs of stigmatised and marginalised women and the barriers they face (essential)
- Can engage and motivate others, understanding group dynamics, boundaries and conflict in a drop-in environment. (desirable)
- The ability to complete risk assessments, needs assessments and support plans

(essential)

- Effective communication skills both in writing and verbal. (essential)
- Can engage and motivate others (essential)
- Trustworthy and work with integrity within our policy and values framework (essential)
- Exercise judgement and thinking in order to plan day to day issues in service delivery (essential)
- The ability to learn new skills and a commitment to learning in the workplace (essential)
- Can troubleshoot difficult situations, and deal with such situations calmly, efficiently and effectively. (essential)
- IT skills at a level that supports efficient report writing, email, internet use, presentations and data input (Excel and Power Point), as well as digital engagement techniques (use of social media, WhatsApp, live chat, Zoom etc.) (essential)
- Self-motivated with ability to work alone but can also work co-operatively and flexibly as part of a team/with partners. (essential)
- Ability to stay focused and efficient in the face of changing priorities. (essential)

KNOWLEDGE

- Best practice guidance and research relating to:
 - Sex worker rights and legislation (Leeds and national) – (desirable)
 - Data Protection, safeguarding and case work (working knowledge essential)
 - Leeds localities, geography & services (desirable)

EDUCATION/TRAINING/QUALIFICATIONS

- No one specific qualification is required, but evidence of recent continuing professional development in a professional area relevant to the post will be required.
- This could be for example: sexual health services, nursing/healthcare, women's sector, sex work although other areas will be considered

PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS (all essential)

- Confident, adaptable & with a flexible approach
- Awareness of self-care and ability to manage resilience
- Able to work in a fast-moving environment with multiple deadlines.
- Can travel extensively within the geographical area of work (Leeds)
- Can work some evenings and weekends
- Commitment to anti-discriminatory practice and equal opportunities. An ability to apply awareness of diversity issues to all areas of work including a non-judgmental approach to sex work, exploitation, trans rights and a zero-tolerance approach to racism.
- The postholder will need to have a full, clean, driving licence and full time access to a vehicle