

Job Title	Frontline Mobile Outreach Officer
Report to	Encompass Director
Location	Azalea offices, Luton
Salary	£29,000
Hours	37.5 hours per week
Annual Leave	38 days including bank holidays
Contract basis	1 year initial fixed term with the intention to extend
Main purpose	<p>A new and demanding post in which the post holder will have overall responsibility for the management and operations of the mobile drop in van. A large proportion of the post holders time will be spent taking the van along with a team of volunteers on outreach to where there are survivors of sex trafficking. This will involve driving to sites of sexual exploitation and trafficking such as the streets, properties used as brothels, airports and others places as necessary. The post holder will lead outreach sessions in partnership with Bedfordshire Police and UK Border Force. The post holder will be a part of the Encompass team and will work with them to offer survivors of sexual trafficking crisis intervention and ongoing support. The nature of this form of outreach will require the post holder to work flexible and unsociable hours. With this role being new, the post holder will be required to use their initiative and draw on the knowledge and experience of the team to develop a full-time operational plan for the van.</p>

Main responsibilities:

Work with the guests (survivors of sex trafficking)

- To arrange and go on outreach each week with the mobile drop in van – x2 evenings and x1 early morning.
- To make guests aware of the van and when it will be available to them so that they can receive support and have a safe space.
- To welcome guests onto the van and provide them with the resources, support and signposting that they might need.

- Communicate with the Encompass Build team about any follow up support a guest might need after a session and support with carrying this out where appropriate.
- Identify and assess risks, and put appropriate plans in place to mitigate risks, including safeguarding.
- To plan and assess exit priorities for each woman by engaging in and contributing to weekly Encompass meetings.
- To be driven by the frontline work by prioritising staying in contact with each woman, whether that be via phone call or through 1-1s to maintain and build relationships.
- To listen to the feedback from the women regarding the van and to adapt the sessions and the provisions accordingly to ensure that it is fit for purpose.
- To ensure that the women's files are kept up to date, reporting back to other team members to keep them informed of relevant issues.
- To keep up to date with other administrative aspects of the post, writing reports as required.

Van operations

- Drive the van as necessary to the required locations (training provided as necessary).
- Inspire new volunteers to join the frontline team.
- Develop policies and procedures for the van that are up to date and reflect good practice as learned.
- Coordinate a volunteer rota to assure the van is safe to operate on each session.
- Be responsible for the preparation of the van – to ensure it contains all of the necessary resources for the guests i.e. food, drinks, blankets, tissues, rape alarms etc.
- To ensure that the van contains all of the necessary safety equipment i.e. complete First Aid kit, fire extinguisher, defibrillator, Naloxone, sharps bin etc.
- To ensure that the van is ready for each session i.e. filled with petrol, battery charged, no faults in the van system.
- To ensure that all van volunteers have received all relevant van information and instructions for operation according to their role.
- Be in regular contact with Police and CCTV to assure that the van is in the right places at the right times to support survivors of sex trafficking in the best way possible.
- Be in regular contact with Bedfordshire Police and UK Border Force at London Luton Airport (and other airports as requested) to assist on anti sex trafficking warrants and operations.
- Record and monitor that activities and interactions of the van so that this can be used for reporting and communications.

General Operational

- Be an active member of Azalea Connect.
- Contribute toward preparing reports for Azalea's Board of Trustees.
- Play a significant role in long-term planning, including initiatives geared towards operational excellence.
- Any other duties in line with the general responsibilities of the post as required by the Encompass Director.
- Be actively involved in liaising with front line volunteers, ensuring efficient communication and also identifying strengths and gifts that could be beneficial to the work of Azalea within volunteers and raising these with the Encompass Director and Deputy CEO.
- To be largely responsible, alongside other relevant staff members, for safeguarding processes – ensuring that all documentation is clear, thorough, and up to date, both internally for the records of Azalea, and with external Safeguarding agencies and local authorities, as required. Actively pursue any relevant training.

- To partake in the delivery of front-line training for new volunteers and those interested in transplanting projects.

Occupational Requirements

- A desire to see women be free of sex trafficking and to exit sexual exploitation, and to find ways for them to live in independent freedom.
- Someone who is emotionally resilient, and is understanding of the nature of the work we do and the women that we work with e.g. trauma informed responses, addiction/relapse, mental health conditions etc.
- Utter transparency concerning past personal vulnerabilities regarding health issues, mental and physical problems, past addictions and work-related issues or weaknesses that could affect performance.
- A willingness to attend meetings and training events outside normal working hours, including evenings and weekends.

Other

- The role is funded specifically through designated (restricted) funding.

Personal Specification – Frontline Mobile Outreach Officer

	Essential	Desirable
Is prepared to work flexible and unsociable hours as the post demands	✓	
Has experience working with at risk adults	✓	
Has a high standard of written English with the ability to produce concise and persuasive prose		✓
Be an excellent communicator and have good written and verbal skills	✓	
Be confident in making decisions	✓	
Has up to date IT skills and have experience of using Microsoft Office (Word and Excel), Google email/docs and databases, or be willing to learn	✓	
Possess excellent time management skills and to be able to prioritise and manage a busy workload	✓	
Has detailed knowledge and understanding of the work done by different agencies to support vulnerable people, including housing, social services and drug and alcohol services		✓
Is able to use own initiative and work both independently and as part of a team	✓	
Has detailed knowledge and understanding of a wide range of issues relating to sex trafficking and the protection of vulnerable adults and children	✓	
Has experience and/or training in safeguarding processes, or be willing to learn		✓
Is able and willing to adhere to our values and ethos.	✓	
Can exhibit the ability to be a learner		
Be willing to undergo further training and development and disseminate to the volunteer team to improve the care that can provided by Azalea.	✓	