



## **Job information: Outreach Caseworker**

### **Summary**

The purpose of this role is to provide 1-1 support to an outreach caseload: ensuring survivors of trafficking and sexual exploitation understand their rights and that these are met, coaching survivors to identify their personal goals, supporting survivors to access the appropriate services/treatment providers and ultimately supporting them into independence.

We are looking for a passionate individual who has experience of working with women who have experienced trafficking, exploitation, and/or modern slavery, who is aligned with the vision and mission of Ella's and who can develop strong partnerships with other community organisations and groups, both locally within London boroughs and London wide.

<b>Job Location:</b>	Aldgate, London (with travel across Greater London)
<b>Salary:</b>	£29,300 - £32,300 (depending on experience)
<b>Working hours:</b>	Full time
<b>Contract:</b>	Permanent (6 months probationary period)

*An enhanced Disclosure and Barring Service check will be undertaken. **This post is restricted to women** due to the nature of the role. The Occupational Requirement section under Schedule 9 (part 1) of the Equality Act 2010 applies.*



## 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. Last time we asked, 100% said 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

### Casework provision

- Provide high-quality casework support to service users on the outreach caseload (including children and families in some cases).
- 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
- Create tailored support plans in collaboration with service users
- 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). E.g. S95 asylum subsistence claims, HC2 certificate applications, and state benefits claims
- Assist with maintaining frequent communication with the Home Office, law enforcement and solicitors to progress survivor legal cases
- Liaise effectively with other agencies involved in the care or support of service users to ensure their needs are sufficiently met

## Safeguarding & health and safety

- Ensure all major incidents, accidents, safeguarding concerns or potential hazards are managed, reported and recorded following Ella's policies and procedures
- Maintain a safe and secure working environment, ensuring all safety and security procedures are followed to keep self and others safe
- 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

## Other/general duties

- Develop strategic partnerships with local agencies working within the VAWG 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
- Handle emergency situations calmly and professionally
- Complete any other duties as directed by the Service Manager which are within the scope of the role
- Attend bi-weekly team meetings

## Person specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> <li>• Relevant training gained from previous positions</li> </ul>	<ul style="list-style-type: none"> <li>• Undergraduate degree in social work, psychology, counselling or other relevant field</li> <li>• Fire awareness certificate</li> <li>• First aid certificate</li> </ul>
Skills	<ul style="list-style-type: none"> <li>• Ability to write reports/casework records</li> <li>• Ability to read and understand policies/procedures</li> <li>• Understanding of statutory service providers, systems and support available eg social services, mental health services, basic housing law</li> <li>• Good organisational and time-management skills</li> <li>• Excellent interpersonal and communication skills, both verbal and written.</li> <li>• Administrative, recording and reporting skills</li> <li>• Ability to lone work and work on own initiative with minimum supervision</li> <li>• Team working skills</li> <li>• Ability to work within a 'risk assessed' environment</li> <li>• Ability to work under pressure</li> <li>• Ability to maintain clear boundaries</li> <li>• Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress</li> <li>• A practical and flexible approach to work and ability to learn new concepts quickly</li> <li>• Excellent IT skill suitable for the role, in particular Microsoft Word, Google Drive, Gmail, Casework Management Systems</li> </ul>	<ul style="list-style-type: none"> <li>• A second language (highly desirable languages include; Albanian, Tigrinya, Vietnamese, Yoruba,)</li> </ul>

<p>Experience</p>	<ul style="list-style-type: none"> <li>● Experience working with vulnerable women</li> <li>● Support work experience</li> <li>● Experience working towards targets and deadlines &amp; writing reports</li> </ul>	<ul style="list-style-type: none"> <li>● Experience working with migrants; including refugees and asylum seekers</li> <li>● Experience working in small charities</li> </ul>
<p>Knowledge</p>	<ul style="list-style-type: none"> <li>● Health &amp; safety and fire safety</li> <li>● Safeguarding children &amp; vulnerable adults</li> <li>● Broad understanding of benefit entitlements and the social care systems in the UK</li> <li>● Awareness of trauma and mental health support needs</li> <li>● Safeguarding and professional boundaries knowledge</li> </ul>	<ul style="list-style-type: none"> <li>● Familiar with issues around immigration in the UK &amp; migrant experiences</li> <li>● Familiar with the National Referral Mechanism, wider legislation and governmental procedures in place to respond to possible victims of trafficking</li> </ul>
<p>Ethos</p>	<ul style="list-style-type: none"> <li>● The post holder is expected to be familiar with and have regard to the values and principles of Ella's and work within that framework. She must be prepared to operate within the ethos of the organisation and ensure that people of all backgrounds and beliefs are respected</li> <li>● Possess a commitment to follow the policies and procedures and ethos of the project and be a committed advocate of the wider work of Ella's.</li> <li>● It is a requirement of this job role that she is female under the Equality Act 2010</li> </ul>	<ul style="list-style-type: none"> <li>● Experience of working with people from different backgrounds</li> </ul>

## Benefits

- Part of a small and committed team, a dynamic organisation changing women's lives, supporting and empowering them to build their futures
- Access to a professional supervisor
- 28 days annual leave plus bank holidays
- Mental health days
- Regular social wellbeing initiatives.
- Health benefits programme for all staff.

## Special conditions

- An enhanced Disclosure and Barring Service check will be undertaken
- Due to the nature of the work, this post is for women only
- The role is subject to a 6-month probationary period
- 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 if required, is necessary for this role

## How to apply for this role

To apply for this role, please submit the following:

- Up-to-date CV
- Completed [online application form](#)
- 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](mailto:recruitment@ellas.org.uk) with your CV, and to let us know you have completed both forms before 9:00am on Friday 3 July. Please use the subject line 'Outreach Caseworker role' in your email.** We will review applications as we receive them and may offer interviews before the closing date.

Candidates will be invited to interview by email – please check your spam folder.

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](mailto: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 seven 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.

(Photos: Tom Price/Ella's)

