



Job information: Resettlement caseworker

Summary

The purpose of this role is to deliver compassionate and high-quality casework support to service users transitioning from Stage 1 casework support into Stage 2 Resettlement support, ensuring they receive the necessary care and resources to live independently. This can include supporting residents moving out of our supported accommodation into independent accommodation, and/or supporting service users accessing outreach casework to a lower level of support. The postholder will need to demonstrate a person-centred approach to ensure the provision of an excellent aftercare service for women who have experienced trafficking and/or sexual exploitation.

Job Location:	London
Salary:	£29,572 - £33,336
Working hours:	Full-time
Contract:	Permanent
Reporting to:	Head of Services

*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 and person specification

Post-Accommodation Resettlement Support

- Deliver compassionate and high-quality casework support to residents transitioning out of Ella's safe house, ensuring they receive the necessary care and resources to live independently.
- Support with accommodation transitions – set up of bills, change of address, integration into their new community
- Empower survivors to find their voice and advocate for themselves, fostering self-advocacy and empowerment throughout the resettlement process.
- Conduct regular check-in's with survivors and promptly address any safeguarding concerns, adhering to Ella's safeguarding procedures to ensure their safety and well-being.
- Build strong, trusting relationships with service users, providing support and guidance to facilitate a successful transition into independent living.
- Display sensitivity and responsiveness to the rapidly changing emotional and physical needs of service users, tailoring support strategies accordingly.
- Manage all casework-related paperwork, ensuring compliance with Ella's policies and procedures on data protection and confidentiality.
- Maintain accurate and timely casenote records within Ella's case management system, recording each service user contact within 24 hours.
- Assist service users with administrative tasks such as contacting supporting agencies, booking appointments, filling out forms, and attending appointments to facilitate their resettlement process.

- Act as an advocate during external appointments, if needed, ensuring that the service user's needs and preferences are effectively communicated and respected.
- Draft covering letters and support letters to complement service users' application forms, advocating for specific needs, or keeping other organisations informed as required.
- Research the requirements for benefit applications and provide assistance to service users in completing them as needed.
- Maintain effective communication with other agencies involved in the care and support of service users to ensure all their needs are adequately addressed.

Survivor and resettlement support

- Facilitate the smooth running of the final stages of Ella's support programmes, supporting survivors with independence and empowering them with necessary skills and resources.
- Cultivate trusting relationships with survivors, creating a safe and supportive environment for their ongoing growth and development.
- Organise and run regular drop-in sessions for women in the final stage of Ella's programme of support, providing a space for them to access further external guidance and assistance.
- Offer helpline support for previous survivors who may encounter emergency situations, ensuring they receive immediate assistance and guidance.
- Remain sensitive to the rapidly changing emotional and physical needs of survivors, adapting support approaches accordingly to promote their well-being.
- Teach survivors skills for independence such as completing their own forms, feeling confident making calls independently.
- Hold workshops of recurring themes in collaboration with the Survivor Development and Community Manager

Safeguarding, and health and safety

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

- 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.

Other/general duties

- Work with management to design, implement and strengthen ways to ensure survivors are helping lead the design and delivery of Ella's' services and operations.
- Distribute relevant 'gifts in kind' to survivors across the service.
- 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 Ella's' policies and procedures at all times.
- Complete any duties directed by the Head of Service and Service Manager within the scope of the role.
- Attend any team meetings required.
- Contribute to Ella's' strategic goals and direction of growth.
- Attend monthly supervision with the Head of Service and keep in regular contact.
- Manage all paperwork, processing any personal data in accordance with Ella's' policies and procedures.
- Support with content gathering and sign off.

Person specification

	Essential	Desirable
Skills	• Ability to write reports/casework records. • Ability to read and understand policies/procedures. • Good organisational and time-management skills. • Excellent interpersonal and communication skills, both verbal and written. • Administrative, recording and reporting skills. • Ability to lone work and work on own initiative with the minimum of supervision. • Team working. • Ability to work within a 'risk assessed' environment. • Ability to work under pressure. • Ability to maintain clear boundaries. • Ability to be accessible, approachable and comfortable with vulnerable people and able to manage high levels of distress. • A practical and flexible approach to work, with the ability to learn new concepts quickly. • Excellent IT skill suitable for the role, in particular Microsoft Word, Google Drive, Gmail, Casework Management Systems.	• A second language (highly desirable languages include; Vietnamese, Albanian, Arabic, Tigrinya). • Full and clean driving licence.
Experience	• Working with vulnerable women. • Support work experience. • Target and deadline driven work, and report writing.	• Working with migrants, including refugees and asylum seekers. • Working in small charities.

Knowledge	• Developed understanding of trauma and mental health support needs. • Safeguarding and professional boundaries. • Understanding of statutory service providers, systems and support available e.g. social services, mental health services and basic housing law. • Principles of good health and safety. • Safeguarding children and vulnerable adults. • Broad understanding of benefit entitlements and the social care systems in the UK.	• Familiar with issues around immigration and migrant experience in the UK. • Familiar with the National Referral Mechanism, wider legislation and governmental procedures in place to respond to possible victims of trafficking.
Ethos	• Possess a commitment to follow the policies, procedures and ethos of Ella's, and to advocate on behalf of the organisation.	• Experience of working with people from different backgrounds.

Benefits

- Part of a small team, delivering a dynamic organisation changing women's lives, supporting and empowering them to build their futures.
- We are always developing and growing so you will have the opportunity to give direction and vision to the work and to work alongside a committed team.
- Access to a professional supervisor.
- Access to Medicash
- 28 day holiday, plus bank holidays.

Special conditions

- 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.
- The role is subject to a 5-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 all Ella's locations as required, is necessary for this role – it is therefore suited to someone with quick and easy access to London based properties in the case of emergencies.

How to apply

To apply for this role, please submit all of 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 with your CV in PDF format, and to let us know you have completed the online application form and equal opportunities form by 5:00pm on Thursday 22 October. Please use the subject 'Resettlement Caseworker' in your email. We will review applications as we receive them and may offer interviews before the closing date, so please apply quickly if you are keen.

It is intended that interviews will be held late October ideally in-person. 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**. 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 eight 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)

