



CAUSEWAY

Safehouse Coordinator

Candidate information pack





Who We Are

We're Causeway, the UK-wide charity who believes in the power of lasting change. We take people from existing to living, and empower our service users, including survivors of modern slavery and exploitation, to find their voice and place in society. Since 2005, we have expanded across multiple regions and now provide accommodation and outreach support to hundreds of survivors of modern slavery every year.

In 2018, we collaborated with South Yorkshire Police in an initiative called Plan B. This helped to launch the LifeNavigate department. Using a trauma-informed approach, we are fully committed to breaking the cycle of crime, alongside other organisations such as South Yorkshire Police and Merseyside Police. Our vision is to ensure a thriving future for marginalised and vulnerable people, and it would not be possible without our dedicated team of staff and volunteers.

Role Summary

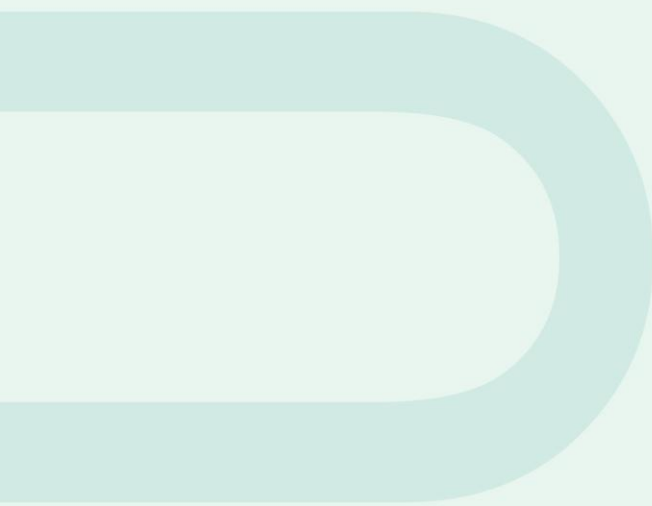
We are looking for an Accommodation Coordinator to oversee the work of our Male and Family safehouses in South Yorkshire. Our Accommodation teams work to provide a safe and secure place for Survivors of Modern Day Slavery who have nowhere else to go. Accommodation Coordinators are organised and caring. They assist with the management of the service to our accommodation services users by supporting current advocates with their cases, offering guidance and instruction and helping train and induct new caseworkers. In addition to this they will complete administrative and health and safety duties in line with The Salvation Army Modern Slavery Contract.

Responsibilities

Your main responsibilities will include:

- Management of advocates in the team. Including but not limited to: interviews, supervisions, appraisals and managing leave requests.
- Be the first point of contact for your team.
- Ensuring adherence to all internal procedures regarding Causeway, the Safe House and any legislation including external KPI's.
- Supporting Advocates to ensure all service users are given excellent support and advocacy by the team, with effective journey plans to independence
- Effective Preventative and Reactive Safeguarding
- Complete weekly management reports and trackers
- Appropriate reporting to Line Manager in weekly meetings
- To organise day to day running of shifts such as appointments, staffing levels and service user's needs
- To help resolve any on-going issues in the accommodation
- Oversight of Client Management System (CMS) tracking support hours and case management
- Administration of Advocate and volunteer rotas at the accommodation
- Administrating petty cash use at the accommodation
- Arrange team meetings for the house staff and volunteers as well as attend staff and management meetings as needed.
- Liaising with external companies who are completing work in the property e.g. cleaning companies
- Maintaining, and developing as needed, local service links and contacts
- Oversight of health and safety including regular checks at the property
- Oversight of preparation of bedrooms, folders and paperwork for new service users
- Keeping stock of welcome packs and manage donations at the accommodation
- Oversee the implementation of medication policy and procedures across the safe houses
- To ensure the staff/service user and communal (indoor and outdoor) areas are kept clean and tidy and to administrate any necessary cleaning rotas
- To organise weekly activities for service users and be a link for those accessing activities in the local area
- To encourage feedback and respond to action points raised by service users about the accommodation
- To carry out on call as designated on the rota

Any other duties that are commensurate with the role



Person Specification

	Essential (all essential criteria must be met to be considered for the role)	Desirable	Application (A) Interview (I)
Education, Qualification & Training	<p>Demonstrate knowledge in specific subject area through specialist training, degree or vocational studies.</p> <p>An appropriate enhanced DBS check.</p> <p>An understanding of Modern Slavery and Human Trafficking.</p> <p>Understanding of Trauma</p>	<p>Additional qualifications such as; first aid, safe handling of medication. Health and Social Care Level 3, IDSVVA or relevant equivalent qualifications such as qualifications in addiction/life controlling behaviours.</p> <p>Understanding of the National Referral Mechanism</p>	A
Experience	<p>To have recent experience working in a safeguarding lead environment</p> <p>To have recent experience of working with vulnerable people.</p> <p>To have recent experience with documenting and logging information, and record keeping.</p> <p>Recent experience of working with individuals with behaviors' that may present as challenging.</p>	<p>Experience leading a team</p> <p>An understanding of working within the third sector.</p> <p>Lone working</p>	A/I

<p>Skills</p>	<p>To have good communication skills, including giving feedback and being able to competently and explicitly hand over information.</p> <p>To be able to crisis manage and defuse conflict, and to take initiative when needed.</p> <p>To be flexible and responsive to Service User needs.</p> <p>To be able to maintain confidentiality and to record keep.</p> <p>To manage a varied caseload and prioritise tasks.</p> <p>Able to write reports and letters on behalf of your client in a professional manner.</p> <p>A good level of administrative skills.</p> <p>To work within the Internal Policies and Procedures of Causeway.</p>	<p>Experience in journeying individuals on the road to recovery</p> <p>Ability to speak another language.</p>	
<p>Attributes & Other</p>	<p>To be flexible and have a willingness to adapt to change alongside the role and demands of a forward moving charity.</p> <p>To speak well of Causeway, clients and other team members.</p> <p>Passion for helping people and vision and mission of Causeway.</p> <p>A passion to support marginalised and vulnerable people</p> <p>To be reliable, punctual and maintain confidentiality.</p> <p>Leadership qualities</p> <p>To regularly feedback to line manager</p> <p>To be emotionally robust.</p> <p>Organised</p> <p>Personable</p> <p>Proactive</p>		

If you have any questions regarding this vacancy, or if you would like to request this information in a different format, please email people@wearecauseway.org.uk and we will be happy to help.

    @CausewayCharity

www.wearecauseway.org.uk

Causeway (UK) is a company limited by guarantee registered in England and Wales (no. 5396512) and a registered charity (no. 1110314)