



Victims of Slavery Support Services Client Adviser

Job Title:	Victims of Slavery Support Services Client Adviser
Reports To:	Regional Trafficking Services Manager for Scotland
Date Created:	12/06/2020
Version	3

Scope of the Role:

The scope of this role is to work as part of the Migrant Help Victims of Slavery Support Service team and to provide a professional support service to victims of trafficking and ensure a seamless service to clients. This includes the provision of support, advice and guidance in addition to providing assistance with the completion of any relevant support applications. There is a requirement that the post-holder will meet the changing local business needs and will re-prioritise work as necessary. The post-holder will work consistently to ensure the continuous local development of the support service; he/she will ensure that all advisory processes and procedures are efficient, professional and consistent at all times. The post holder is expected to contribute to the overall success of the Organisation in accordance with Migrant Help's aims, objectives, vision and values.

Essential Criteria (*Skills & Experience*):

- A good general level of education is essential
- Experience of working in Social Care setting and working with clients who present with complex needs, including mental health and substance mis-use
- Working with people in sensitive and emotionally demanding situations is essential
- Demonstrable experience of working face to face with members of the public
- Experience of working in a multi-cultural environment
- Experience of undertaking advocacy in a sensitive manner
- Excellent Customer Care Skills with meticulous attention to detail
- Demonstrable administrative and organisational skills
- Proven ability to prioritise and work on your own initiative whilst respecting boundaries
- Ability to deal with deadlines and conflicting priorities
- Excellent computer skills, competent in the the use of MS Office applications and specifically the ability to use Microsoft Excel to a good standard
- A compassionate and “can-do” attitude

Desirable Criteria:

- Ability to speak any additional languages
- Experience of providing advice and information within frontline operations, ideally to victims of trafficking and/or asylum seekers and refugees
- Experience of working in the voluntary sector
- Experience of providing immigration advice
- Qualified Health and Social Care practitioner

Core Areas of Responsibility:

- Provide support to victims of trafficking (known as clients), as directed by the Regional Manager
- Manage a case load offering appropriate individual support to clients
- Refer clients to health and specialist agencies as necessary
- Arrange for the provision of basic necessities, including accommodation, food, clothing, toiletries.
- To arrange meaningful activities, which may include social events, language lessons, orientation briefings, etc.
- Support the process of clients being able to obtain employment and affordable housing, where appropriate
- Arrange the process of supporting a return to a client's country of origin, where appropriate.
- Collect management information as required
- Arrange for the preparation of appropriate documentation with Home Office/embassies, as appropriate in NRM referrals
- Provide support to other colleagues as and when required
- Participate in regular team briefings / meetings
- Provide telephone assistance and new referral meet and greet during unsocial hours on a rota basis
- Provide support to volunteers as needed
- Respond flexibly to provide cover for all other operational activities.
- Attend and participate in team briefs and meetings
- Keep up to date with legislation and the impact it may have on service users, and disseminate as appropriate to the team
- Participate in the Supervision and Appraisal Process (SAA)
- Participate in all mandatory training and training identified in the Supervision & Appraisal process
- Undertake any other duties which may be assigned by the Regional Manager

General Areas of Responsibility:

- Under the auspices of Health & Safety, observe your duty of care to yourself and others at all times
- Observes the Migrant Help Health & Safety policies
- Undertake training as necessary in line with the development of the post and as agreed with your manager under the auspices of SAA or otherwise
- Occasionally training or meetings are organised outside of normal working hours. The post holder will be expected to attend whenever reasonably practicable
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales

- To contribute positively to the effectiveness and efficiency of the team in which he / she works
- To support and demonstrate the vision and values of our organisation at all times.
- Owing to the nature of this role, travel is required, therefore flexibility and willingness to accommodate this need is a pre-requisite.

Person Specification: Skills & Behaviours	
Knowledge, Experience, Skills	<ul style="list-style-type: none"> • Good clear written and spoken English • Ability to manage a complex caseload • Ability to work under pressure and to deadlines • Ability to work empathically with people facing transition and uncertainty • Experience working in a social care setting • Experience working with victims of trafficking and/or refugees and asylum seekers • Excellent self-organisation skills and time management • Ability to work as part of a team and on own initiative within an agreed framework • Excellent active listening skills • Good inter-personal skills and the ability to relate to a wide range of people • Good IT skills in databases, word processing, spreadsheets and email • Ability to complete referral forms and records accurately • Skills in liaison, negotiation and advocacy with other agencies on behalf of clients • Ability to absorb complex written information and communicate effectively • Ability to explain complicated information to clients including the use of an interpreter • Presentation skills with the ability to make briefing sessions interactive • Ability to learn quickly and adapt to change
Communication Skills	<ul style="list-style-type: none"> • A welcoming disposition towards all visitors and clients to Migrant Help • Excellent ability to communicate with diverse groups or individuals • Confident to deal with matters such as verbal abuse/agitated staff/complaints and diffuse difficult situations and provide conflict management without becoming personally involved • Works effectively in partnership and gains confidence of stakeholders and colleagues • Ability to work well with people at all levels within the organisation • Ability to remain calm under pressure
Personal Attributes	<ul style="list-style-type: none"> • Empathy with Migrant Help Mission & Values • Highly dedicated with genuine interest in Migrant Help and our clients • Sympathetic to human rights issues • A commitment to equal opportunity, anti-discriminatory and anti-oppressive principles and practices • An understanding and observance of impartiality and confidentiality • Prioritises tasks and organises own time effectively • Respect for Boundaries • Responsible and proactive approach to managing own work

	<ul style="list-style-type: none"> • Flexible and adaptable style/approach towards the requirements of the role and the business needs • Consistently supports and promotes Ethical People Practice
Behaviours/ Competencies	<ul style="list-style-type: none"> • Professionalism and Understanding of Professional Boundaries • Supporting Others • Teamwork • Interpersonal Awareness • Integrity • Respect • Empathy

Continuing Professional Development:

With the support of your line manager and Organisational Director, the post holder is expected to take responsibility for their continuing professional development (CPD) and identification of developmental needs through the Migrant Help Supervision and Appraisal Process (SAA).

Health and Safety:

At Migrant Help, we place the highest priority on the health, safety and wellbeing of our personnel, colleagues and clients. The post holder is therefore expected to take responsibility for observing and complying with all relevant Migrant Help policies, procedures and guidelines pertinent to Health & Safety. The post-holder will also attend any programmes relevant to Health & Safety as required or as determined by their line Manager or Organisational Director.

*** Regional Manager in consultation with the post holder will prioritise the aforementioned duties. The post holder may be asked to re-organise their work in order to help the agency respond to changes in type or event or need. This would be done in a way consistent with the purpose of the post and in consultation with the post holder.*

The post holder must at all times adhere to Migrant Helps' Equality Policy and Diversity Policy. This job description is indicative and does not exclude other duties which may be required and that are generally consistent with the role.