



Project Crisis & Support Coordinator

Job Description

Thames Valley Partnership is an established registered charity of 25 years operating a range of support programmes across the three Thames Valley counties of Berkshire, Buckinghamshire and Oxfordshire. We are now recruiting a team of staff to run our Victims First - Willow Project which supports adult victims of all forms of Exploitation (such as modern slavery and trafficking) and/or with other Complex Needs and will provide specialist support for victims and their families providing them with crisis intervention, advocacy and longer term practical and emotional support.

We have three Project Crisis & Support Coordinator roles to cover the Thames Valley counties of Berkshire (to be based in Reading), Buckinghamshire (to be based in Aylesbury) and Oxfordshire (based in Oxford). These roles are 0.8 (30 hours a week) on a pro rata salary based on £25,460 FTE.

Postholder Reports to: Victims First - Willow Project Programme Manager

Role: To provide prevention, intervention and crisis support to anyone who is/has experienced, or is deemed to be at risk of, any form of exploitation (e.g. sexual, modern slavery, criminal, financial) and those with complex needs. The post holder will identify and engage with these individuals on a one-to-one basis, enabling them to access services and make positive, empowering choices to change their lives.

Overview of Key Tasks:

- To provide crisis intervention & support to victims of exploitation, modern day slavery and human trafficking and those with complex needs
- To manage a caseload of complex client cases, providing practical & emotional support
- To undertake risk assessments, case management & safety planning in partnership with other key agencies & as directed by the Programme Manager
- To deliver training, presentations & talks to raise awareness about exploitation, modern day slavery and human trafficking and promote support for the charity.
- To line manage and supervise Project Crisis & Support Workers

Role Breakdown:

Crisis Intervention & Support:

1. During allocated 'on call' hours, to provide crisis intervention for clients who are victims of exploitation, modern day slavery and human trafficking.

2. Work with the Willow Project team to ensure holistic crisis intervention & support of new and existing clients.
3. Support vulnerable individuals at the point of crisis in their trauma, acting as an advocate where appropriate & liaising with key services such as Police, Local Authorities, Health Services and other partner agencies.

Case Management, Providing Practical & Emotional Support:

4. Case manage a caseload of potentially complex cases, prioritising time and working closely with the rest of the Team to ensure continuity of support and holistic approach.
5. Engage with individuals that Willow Project supports by building trusting, enabling and empowering relationships.
6. Practical support: benefits, immigration, clothes parcels, arranging emergency accommodation or travel, booking appointments, advocating for them and any other support, as needed by the individual.
7. Emotional support: listening, identifying appropriate models or approaches, referring to appropriate counselling or mental health services.
8. Support, assess and review cases of people we support: one-to-one support sessions, advocacy that helps them access partner agencies, group activities etc.
9. Build on existing good relationships with workers from other agencies that work in relevant field in order to facilitate the goals of clients and promote empathy with the needs of our 'services user' group
10. Keep detailed records & update client database, in accordance with the Victims First - Willow Project procedures (confidentiality, key information etc.).
11. To act on behalf of the Programme Manager in their absence
12. Any other tasks as instructed to carry out by the Programme Manager

Safety Plan & Risk Assess Cases:

13. In collaboration with the Programme Manager, risk assess cases and create Safety Plans to manage the safety & needs of clients.
14. Liaise with key partner agencies to ensure that Safety Plans include all appropriate measures for client and staff safety, taking recommendations from Thames Valley Police, Local Authorities and other key partners.

Awareness-Raising & Training:

15. Attend relevant training in order to disseminate to other Willow Project staff & key stakeholder agencies.
16. Deliver awareness-raising presentations and raise the profile of the service to local agencies & community groups
17. Supporting the Programme Manager at awareness-raising and fundraising events.

18. Develop training with the Programme Manager to help improve skills & knowledge of partner agencies - for the overall benefit of our client group.

Management:

19. Manage and supervise Project Crisis & Support Workers. Supporting them within their roles and carrying out regular supervisions and annual appraisals.
20. Attend regular Willow Project management meetings.

Person Specification

Skills, Knowledge and Abilities

Essential

- Experience of managing a team that works cooperatively and effectively
- Experience of direct support work
- Organising, prioritising, risk management & problem solving skills
- Willingness to be able to work flexible hours when necessary and be part of an on-call rota
- Excellent communication and interpersonal skills
- PC literate (Word, Excel, PowerPoint, Outlook)
- Compassion towards the individuals the Willow Project supports
- A driving licence and own transport

Desirable

- Experience and knowledge of exploitation and modern day slavery
- Experience of delivering training and presentations
- Experience of working with diverse groups with multiple needs
- Ability to determine strategies, outcomes & opportunities to develop the service

For this role you will need:

- To be able and willing to travel within and outside of Thames Valley
- To be able to deal with all information on a confidential basis
- To have a DBS Enhanced disclosure, or a portable DBS
- To have Citizenship of the UK or the EU, or have entitlement to work in the UK

Thames Valley Partnership is an equal opportunities employer; the aim of our policy is to ensure no job applicant, employee or worker is discriminated against either directly or indirectly on the grounds of race, colour, ethnic or national origin, religious belief, sex, marital status, sexual orientation, gender reassignment, age or disability. We do not disbar applicants with criminal convictions and are mindful of the requirements of the Rehabilitation of Offenders Act, 1974.