



Project Crisis & Support Worker

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 6 Project Crisis & Support Worker roles in all to cover the three Thames Valley counties of Berkshire (to be based in Reading), Buckinghamshire (to be based in Denham) and Oxfordshire (based in Oxford). This role is 30 hours per week on a fixed term contract until March 2020 (with a possibility of extension subject to funding). Please note that whilst there will be a general office base per county, as suggested above, these roles are generally not office based roles as you will be largely out and about in your given geographical area.

Postholder Reports to: Project Crisis & Support Coordinator

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 (i.e. sexual, modern slavery, criminal, financial) and to 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 do risk assessments, case management & safety planning in partnership with other key agencies & as directed by the Programme Manager and Project Crisis & Support Coordinator

Role Breakdown:

Crisis Intervention & Support:

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

2. Work with the Victims First - 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.

Case Management, Providing Practical & Emotional Support:

4. Case manage a caseload of potentially complex cases as instructed by the Programme Manager and Project Crisis & Support Coordinator, prioritising time and working closely with the rest of the team to ensure continuity of support and holistic approach.
5. Engage with individuals that the programme 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 fields in order to facilitate the goals of clients and promote empathy with the needs of our 'services user' group
10. Keep detailed records & update the client database, in accordance with policies and procedures (confidentiality, key information etc.).
11. Any other tasks as instructed by the Programme Manager or Project Crisis & Support Coordinator

Safety Plan & Risk Assess Cases:

12. In collaboration with the Programme Manager and Project Crisis & Support Coordinator, risk assess cases and create Safety Plans to manage the safety & needs of clients.
13. 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 & other key partners.

Awareness-Raising & Training:

14. Attend relevant training in order to disseminate to other Victims First - Willow Project staff & key stakeholder agencies.
15. Raise the profile of the programme, supporting the Programme Manager and Project Crisis & Support Coordinator at awareness-raising and fundraising events.

Person Specification

Skills, Knowledge and Abilities

Essential

- Experience of direct support work
- Organising, prioritising, risk management & problem solving skills
- Experience of working cooperatively and effectively in a team
- 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)
- Compassionate towards the individuals the Victims First - Willow Project supports
- A driving licence and own transport

Desirable

- Ability to determine strategies, outcomes & opportunities to develop the role
- Experience and knowledge of exploitation and modern day slavery
- Experience of working with diverse groups with multiple complex needs.

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.