

Job Description

Counter-Trafficking Casework Coordinator

Job Title:	Counter-Trafficking Casework Coordinator
Location:	Helen Bamber Foundation office, London (flexible)
Responsible to:	Counter-Trafficking Casework Manager
Hours:	Full-time (37.5 hours per week); Open to job share applicants or part-time contracts
Salary:	£27,000 per Annum
Benefits:	27 days holiday plus 4% matched pension contribution

Background

The Helen Bamber Foundation (HBF) is a pioneering Human Rights charity supporting refugees and asylum seekers who are the survivors of trafficking and torture, including gender-based and 'honour-based' violence. Recognising the complexity of each client's suffering and needs, the Foundation provides specialist medical consultation, therapeutic care, legal protection and practical support to survivors of human rights violations by helping men, women and children heal the emotional and physical damage they have suffered through torture, trafficking or other forms of cruelty.

The Counter-Trafficking Department and Programme operates within HBF's vibrant, multi-disciplinary team. The Casework Coordinator works alongside the Counter-Trafficking Casework Manager, the Director of Counter-Trafficking & Publications, the Specialist Counter-Trafficking Legal Officer as well as other human rights professionals from a wide range of fields and disciplines in order to support survivors to work towards sustaining long-term recovery, social inclusion and re-building their lives. The Counter-Trafficking Programme is designed to assist and safeguard HBF's clients, with the primary purpose of preventing re-trafficking and further forms of crime and harm through expert assessments, support and coordination and joint working with external agencies. The role of the coordinator is to ensure that clients who are victims of trafficking have detailed counter-trafficking assessments regular contact and appropriate safeguarding. The coordinator will provide and assist with evidential documentation and make sure that clients are accompanied and/or sufficiently supported throughout the course of immigration, NRM, asylum and/or

Founder: Helen Bamber OBE, DU (Essex)

Human Rights Advisory Group

Sir Nicolas Bratza, Parosha Chandran, Shu Shin Luh

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criminal justice procedures until they obtain official recognition and protection from the UK authorities and all other relevant professionals and bodies.

EQUAL OPPORTUNITIES

The Helen Bamber Foundation is an equal opportunities and Living Wage employer. We are committed to attracting and recruiting diverse candidates as we are keen to make sure that our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in at every level within the organisation. We particularly welcome applications from those from Black, Asian, Minority-Ethnic, refugee and migrant backgrounds.

Duties & Responsibilities

Coordination and administration of the counter-trafficking client casework

- Understanding of, and commitment to, the objectives of the Helen Bamber Foundation.
- Co-ordination of all aspects of client work for the HBF Counter-Trafficking Department and Programme.
- Support and training of volunteers for the Counter-Trafficking Programme in collaboration with HBF's Volunteering and Training Coordinator and under the supervision of the Counter-Trafficking Casework Manager
- Ensuring that all aspects of administration of the Counter-Trafficking Programme are well maintained and all internal data and recording procedures are followed.

Coordination of HBF's Counter-Trafficking Client Care

- Working with HBF's clients who are victims of trafficking to provide an end to end, bespoke service for them within the context of the Model of Integrated Care (MOIC).
- Attending all relevant and required multi-disciplinary meetings, including (but not limited to) Counter-Trafficking Team meetings, Referral, Care Plan and Complex Cases meetings.
- Attending external meetings where required.
- Attending regular Case supervision meetings, reviews and appraisals with the Counter-Trafficking Casework Manager.

- Conducting detailed and expert client appointments, safety checks, counter-trafficking assessments and utilising HBF's training and methods of working, which include trauma-informed (TiCC) guidelines.
- Ensuring that accurate client records are kept regularly updated on our systems.
- In cooperation with our Legal Protection Team, ensure that all clients in the Counter-Trafficking Programme have appropriate legal representation and that those within the National Referral Mechanism (NRM) have appropriate support under the UK Government's Victim Care Contract. Ensuring that communication is open from the outset and continuous throughout the client journey.
- Preparing letters and witness statements as required for clients in the Counter-Trafficking Programme, which are directly related to their history, needs and risks as a victim and survivor of trafficking.
- Liaising and advocating with decision makers, lawyers, clinicians, UK Government Victim Care Contract support workers, police and all other internal and external professionals who are involved with clients of the Counter-Trafficking Programme, or to whom clients are referred, ensuring that all parties act in their best interests.
- Collaboratively working and meeting regularly with HBF colleagues from other departments within our Model of Integrated Care (MOIC) to jointly achieve the best outcomes for our clients.
- Accompanying clients to legal forums, interviews and court hearings as necessary, in accordance with HBF's training and guidelines. Successful candidates will recognise that accompanying victims of trafficking is particularly significant work within HBF's Model of Integrated Care (MOIC) due to their specific needs and risks. This may include ensuring that particularly vulnerable clients are accompanied to other specific appointments, assessments or services as needed.
- Attending all the training relevant to the role.

Knowledge and skills

- Knowledge of the challenges facing all of HBF's vulnerable clients including asylum seekers, refugees and survivors of torture, human trafficking, and a demonstrable empathy for this client group.
- Sound knowledge of the asylum legal system and the NRM system, the criminal justice system and procedures for victims of trafficking as informants, witnesses, accused persons or defendants and claimants of compensation.

- Substantial advice/casework and client work experience including a working knowledge of the rights and entitlements of victims of trafficking, refugees and asylum seekers.
- Excellent communication and interpersonal skills, including an ability to communicate effectively with clients from all backgrounds and professionals at all levels.
- Ability to deal with vulnerable people in a sensitive manner and manage relationships with professionals and colleagues from different disciplines and organisations.
- Ability to use trauma-informed methods of communication with survivors of trafficking in order to meet HBF's objectives for client care.
- Understanding of client confidentiality, informed consent and data protection with additional knowledge of the specific safeguarding and privacy requirements for victims of trafficking.
- High level of organisational skills, attention to detail and the ability to prioritise work effectively in a high-pressured environment.
- The successful candidate will be proficient in MS Office applications. Experience of using and maintaining client databases would be an advantage.

Other requirements

- A respect for client confidentiality in line with internal procedures and the legal framework held by the HBF.
- Promotion of the aims, principles, policies, interests and wellbeing of the charity and protection of its integrity and reputation at all times.

Please note that the successful candidate will already be able to work in the UK and will be offered the job subject to suitable references and a DBS check. This role will require disclosure of both the adult and child barring lists. If appointed, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

We particularly welcome applications from those from Black, Asian, Minority-Ethnic, refugee and migrant backgrounds.

How to Apply

Please submit an up-to-date CV and a short covering letter outlining how your skills and experience match the listed duties, responsibilities and person specification to jobs@helenbamber.org by 9am on Tuesday

11th April 2023. First interviews will be held in the week commencing Monday 17th April. Please note that the role will be advertised on a rolling basis and exceptional candidates may be contacted before the deadline. Candidates must hold permission to work in the United Kingdom.