

Counter-Trafficking Casework Coordinator – Job Description

Job Title:	Counter-Trafficking Casework Coordinator
Location:	Helen Bamber Foundation, 26 - 30 Westland Place, London N1 7JH
Responsible to:	Senior Counter-Trafficking Manager
Hours:	9 – 5.30pm, 37.5 hours per week (full time)
Salary:	£28,000 – £32,000 depending on experience
Direct reports:	Counter-Trafficking Casework Volunteers
Start date:	As soon as possible
Benefits:	<p>Annual Leave: 27 days plus bank holidays (increasing to 29 days after three years of service, and to 30 days after five years of service) plus up to 4 discretionary days for the winter closure period</p> <p>Winter closure period: two-week winter closure period where the charity is closed</p> <p>Pension: 4% matched contribution by the Helen Bamber Foundation Group</p> <p>Enhanced pay: Enhanced maternity, paternity, adoption and Family Reunion pay</p> <p>Flexible working practices: we care about your wellbeing and encourage flexible working arrangements to promote a healthy work-life balance</p> <p>Monthly group Clinical supervision for all staff</p> <p>Hybrid working: 60% office presence</p> <p>Three days of wellbeing leave to be taken at short notice in each calendar year (pro rata for part-time staff)</p> <p>Occupational health assessments as necessary to understand how we can support and make reasonable adjustments</p> <p>Training and learning opportunities</p> <p>Employee assistance programme which includes counselling service, wellness advice, legal and money advice</p>

BACKGROUND

“Our society will be judged by how we respond to those to whom we owe nothing.”

Helen Bamber OBE

Vision: All survivors of trafficking, torture, and extreme human cruelty have safety, freedom, and power.

Purpose: Together with survivors, partners and supporters we change systems by taking action and bearing witness so that all survivors of trafficking and torture can access recovery and protection

Mission:

- Combining lived and learned expertise the Helen Bamber Foundation Group puts the Human Rights of survivors of trafficking, torture and extreme human cruelty at the centre of everything we do. **Together we rebuild lives.**
- We and change the systems that further traumatise, isolate and fuel the exploitation of survivors. **Together we challenge.**
- We lead and enable improvements to best practice and policy in the UK and Globally based on evidence from lived and learned expertise. **Together we transform.**
- We host and partner with others to maximise collaboration in pursuit of safety, freedom and power for all survivors of trafficking, torture and human cruelty. **Together we are stronger.**

The Helen Bamber Foundation, founded in 2005 by the pioneering human rights advocate Helen Bamber, was created to reflect the evolving global patterns of violence and persecution. Helen Bamber, who entered Bergen-Belsen Concentration Camp in 1945 as part of one of the first rehabilitation teams, recognised that all survivors of extreme violence, regardless of the perpetrator, require safety, legal protection, and medical and emotional support. Today it is a specialist clinical and human rights charity that works with people seeking asylum and refugees who are Survivors of trafficking, torture and other forms of extreme human cruelty.

In 2020, the Helen Bamber Foundation joined forces with Asylum Aid (established in 1990) to form the Group. Asylum Aid specialises in providing legal representation to vulnerable individuals seeking asylum, focusing on the most complex cases including survivors of trafficking, children, and stateless people. Asylum Aid is a leading actor in strategic litigation and advocates for policy and systemic changes to remove barriers to protection and justice. Asylum Aid maximises its impact by providing training and working in partnership with other organisations.

Today, the Helen Bamber Foundation's unique Model of Integrated Care (MoIC) provides holistic support encompassing therapy, legal advocacy, medical treatment, counter-trafficking support and practical assistance, helping survivors rebuild their lives with safety, freedom, and dignity. Using our expertise, we drive best practice and systems change to deliver for all survivors.

We are innovative, ambitious and compassionate. The bravery and resilience of our clients is an inspiration to all the team at Helen Bamber Foundation Group, which comprises Helen Bamber Foundation and Asylum Aid. We believe that all Survivors should have safety, freedom and power to rebuild their lives.

Equity, Diversity & Inclusion

Our commitment to principles of equity, diversity and inclusion is an integral part of our approach to our clients, our volunteers and our staff, and we are an equal opportunities and Living Wage employer.

We are committed to attracting and recruiting diverse candidates because we are keen to make sure that all our staff, trustees, volunteers and ambassadors reflect the communities we serve and the wider community we work in.

We genuinely welcome and encourage applications from candidates from range of backgrounds, especially people of colour, people with disabilities, people from low socio-economic backgrounds, refugees, stateless

people and others with lived experience of forced migration or trauma who are under-represented in our organisation.

We recognise and value the role of lived experience in meeting the needs of our clients and acknowledge the under-representation of people with lived experience of forced migration, statelessness and trauma in the refugee and migration sectors. We value experience gained overseas as well as in the UK and you will receive full training to enable you to transfer your knowledge and skills to the UK context.

OVERVIEW OF THE ROLE

The Counter-Trafficking Department operates within HBF's vibrant, multi-disciplinary team. The Casework Coordinator works alongside the Senior Counter-Trafficking Manager and the rest of the Counter-Trafficking team, 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/re-exploitation 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 follow-up (as per their individual needs and risks) and appropriate safeguarding. The coordinator will provide and assist with evidential documentation as needed and make sure that clients are accompanied and/or sufficiently supported throughout the course of immigration, NRM, asylum and/or criminal justice procedures until they obtain official recognition and protection from the UK authorities and all other relevant professionals and bodies.

MAIN DUTIES AND 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, training & management of some volunteers for the Counter-Trafficking Programme in collaboration with HBF's Volunteering and Training Coordinator.
- 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), in accordance with their individual needs and risks.

- 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 Senior Counter-Trafficking 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.
- Preparing letters as required for clients in the Counter-Trafficking Programme, which are directly related to their history, needs and risks as a 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 asylum interviews and court hearings as necessary, in accordance with HBF's training and guidelines.
- Attending all the training relevant to the role.

Other duties

- In cooperation with Senior Counter-Trafficking Manager, taking opportunities to promote HBF's Counter-Trafficking Programme by engaging, training and speaking at events for and with other frontline stakeholders and organisations which can benefit the work of HBF.
- Maintaining an informed and current understanding of policy and legislative developments in the UK which affect HBF's client base.
- Supporting the creation of materials and resources for the HBF Counter-Trafficking Programme.

PERSON SPECIFICATION

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.

APPLICATION PROCESS

The first stage is to complete on our online application form on our website **by 9am on Monday 13th October 2025**.

The website form will ask you to:

1. Upload a short covering letter. Please tell us why the position appeals to you, and how your relevant skills and experience, including any voluntary experience and lived experience, matches the listed responsibilities and person specification. Please also state in your covering letter when you would be available to start the role.
2. Upload your current CV
3. Complete an online Equal Opportunities monitoring form – completion of this form will help us ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. The questions are entirely optional, and this information will not be available to members of the selection panel.

SELECTION PROCESS

We will invite candidates to an initial 15-minute online interview on **Thursday 16th October** followed by shortlisted candidates attending in-person interview on **Thursday 23rd October**. We will also ask you to complete a short exercise on the day.

ELIGIBILITY

Please note that the successful candidate must have the right to work in the UK (as a small charity we do not have the capacity to sponsor work visas).

Successful candidates will also be subject to a DBS check. If appointed, you will also be required to give your consent to the charity to receive regular updates on your criminal records status throughout your employment and to disclose any relevant convictions incurred during your time with us.

ADJUSTMENTS

We are committed to providing reasonable adjustments throughout our recruitment process and we'll always endeavour to be as accommodating as possible. If you require a different format of the application form, such as large print or Word format, or if you would like to discuss any specific requirements, please get in touch with us at jobs@helenbamber.org.

EXPERTS BY EXPERIENCE SUPPORT

We are also proud to be a member of the Experts by Experience Employment Network (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience in the charitable sector.

If you are an expert by experience (a refugee or a migrant with direct, first-hand experience of issues and challenges of the UK asylum or immigration system), you can ask for an independent and confidential support for your job application from the Experts by Experience Employment Network and access other information and resources at <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application. (www.ebeemployment.org.uk).

