**Position:** Anti-trafficking caseworker

**Salary**: £24,000

**Hours:** Full time [35 hours per week]

**Contract**: Fixed term – 1 year – extension subject to funding.

**Location:** Flourish Offices, 24 Mount Charles, Belfast BT7 1NZ

**Reporting to:** Head of Casework Services

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| Flourish is looking for an anti-trafficking caseworker to join our small, friendly team. Our work is challenging but immensely rewarding and we thank you for your interest.  If you are motivated and passionate about empowering and supporting survivors of exploitation, then this post could be for you. You must be able to provide person-centred support and be aware of the benefits of trauma-informed and strength-based working environments.  In return, we will provide the opportunity to develop your skills, professional supervision and support, along with being part of a team where your views count and where you can make a lasting difference to the lives of survivors. |

**Background information**

Flourish NI provides long term support to male and female survivors of human trafficking and their immediate families. Our aim is to empower survivors of human trafficking to be able to move on to lead independent and resilient lives which are not defined by their past – “*a brighter future*”

**We provide one to one casework support** that is tailored to meet the holistic needs of the individual and carried out by trained staff.

**We prioritise ways for survivors** to share community, learn new skills, build confidence, and improve their general well-being either through attendance at Flourish programmes, courses and activities, through sign posting or partnership working.

**We provide training** to case workers and other organisations in areas surrounding trafficking and long-term support for survivors.

**Our core values:**

**Community:** We value every individual within Flourish.

**Empowerment:** We believe in person centred support that is both professional and compassionate to enable survivors to take back control of their own lives with dignity and hope.

**Excellence:** We will continue to pursue excellence in all aspects of the charity, going above and beyond just what is needed.

**Transparency:** We value accountability and openness in all of our actions.

**Integrity:** We believe that truthfulness and honesty are key principles in all relationships within Flourish.

**Partnership:** We believe in the value of working together with others to achieve our goal.

**Role description**

As part of a team of caseworkers you will have responsibility for meeting the immediate and ongoing general and emotional support needs of clients of Flourish. The support will be holistic and person centred.

**Main duties and key responsibilities**

* Build meaningful relationships with clients which are both compassionate and professional.
* Hold a caseload, design and implement person-centred and holistic needs/risk assessments and journey plans, ensure regular 1 to 1 meetings and review progress towards goals.
* Participate on a rota-basis at our drop-in clinic to meet the needs of those attending.
* Provide trauma informed and strength-based support, which enables clients to address

underlying psychological and emotional issues and helps to develop resilience.

* Support clients to access programmes /courses and activities [both in-house and externally]

which reduces isolation, improves confidence, builds self- esteem and enhances personal development.

* To provide information, advice and advocacy to clients across a number of different pathway needs, encompassing signposting and liaison with other services to ensure individuals can access support.
* Identify barriers preventing clients from accessing support services and advocate on their behalf while raising awareness of their rights.
* Have the ability to provide crisis intervention and prevention support.
* Identify and build partnerships for referrals and nuture support networks in the wider community for individual access.

**Research and Monitoring**

* Maintain accurate records including, handovers, case files and databases etc.
* Identify patterns, trends and strategic issues and share them as appropriate.
* Set up, collate, evaluate and report for both qualitive and quantitative data as required by funders and management.
* Assist with internal and external research designed to contribute towards furthering best practice.

**General**

* Keep abreast of relevant developments in the sector including training and other opportunities specific to the role.
* Effectively manage time and meet deadlines while having the flexibility to meet the demands of the service and its’ users.
* Ensure all vulnerable adults and children at risk are safeguarded appropriately.
* Actively participate in training, supervision, appraisals and team meetings.
* Attend meetings as required representing the charity.
* Maintain safe systems of work and a safe environment.
* Undertake any other duties relevant to the post or the charity’s needs.

This role is designed to ensure the provision of holistic and empowering support to survivors of human trafficking through direct support.

This role is based in the Flourish office but will require some travel within Northern Ireland.

**Role Development**

Flourish NI values investing in the continuing professional development of staff and volunteers.

**PERSON SPECIFICATION**

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|  | **Essential** | **Desirable** |
| **Skills/Ability** | * Clean driving licence with access to a car * Ability to develop person-centered needs/risk assessments and journey plans and manage a case load * Ability to take the lead and work in partnership with other agencies. * Ability to self-manage, work in a team and have excellent organisational skills. * Ability to manage people with differing levels of need. * Ability to communicate with, develop and maintain constructive working relationships with a wide range of people using excellent interpersonal and communication skills. * Ability to adhere to and uphold Flourish principles, policies and procedures. * Ability to engage, build trust and rapport with clients who may find it hard to engage with services. * Have strong crisis management skills and ability to cope on stressful situations, including the ability to manage difficult and challenging behaviour and de-escalate situations. * Ability to work in a busy environment, be solution focused and show good time management and decision-making skills. * Ability to maintain clear boundaries. * Competent in the use of IT applications | * Ability to speak additional language(s) |
| **Experience** | * 2 years experience supporting clients through providing practical and/or emotional support to vulnerable people. This could include children and young people, people who are homeless, asylum * seekers and refugees, victims of crime or abuse, persons with disabilities, etc. * Experience of working with clients in 1:1 setting. | * Working with interpreters * Mentoring or befriending * Supporting survivors of human trafficking |
| **Knowledge** | * An understanding of safeguarding issues * Knowledge in assessing risks presented by clients and a knowledge of harm reduction. * Knowledge of multiple complex needs including undertsanding the symptoms and impact of trauma and how to work in a trauma informed and strength-based way. * Knowledge of monitoring and evaluation systems and the ability to keep files and accurate notes. | * Knowledge of one or more of the following areas: health and social care, mental health, housing, social security, immigration, human trafficking, etc. |
| **Qualifications** | * 5 GCSEs A-C (including English) or equivalent * A degree in a relevant field or at least 3-5 years’ experience in a similar field | * Trauma qualification or training. |
| **Personal qualities/attitude** | * Empathetic, non- judgemental and receptive to needs. * Compassionate and professional. * Solutions focussed. * Flexible, creative and innovative. * Able to give and receive feedback. * Committed to client confidentiality. * Committed to Flourish values. |  |