

Role Profile

Overview	
Role	Advocacy Advice Co-ordinator
Main Purpose	<ol style="list-style-type: none"> 1. To lead and manage the UK advocacy advice service. 2. To provide expert advocacy and advice to professionals and individuals on modern slavery survivor care in the UK. 3. To be an expert resource to colleagues and stakeholders contributing to research, strategy development and training needs. 4. Contribute to the development of the IMSA Model.
Department	UK Programmes - Advocacy
Location	Head Office, Manchester
Reporting To	UK Advocacy Manager
Main Duties	
<ul style="list-style-type: none"> • Lead and manage the advocacy advice service for professionals and individuals on modern slavery survivor care in the UK. • Oversee all enquiries into the advocacy advice service and provide tailored, specialist advice, advocacy and signposting in response to enquiries (Tier 1 of Hope for Justice independent advocacy model) in a timely and efficient manner. • Manage a small caseload of clients to provide advocacy intervention (Tier 2 of Hope for Justice independent advocacy model). • Triage all enquiries and advice and identify appropriate new referrals into the IMSA team (Tier 3 of Hope for Justice independent advocacy model). • Deliver an advocacy advice service ensuring that: <ul style="list-style-type: none"> ○ Survivors know and understand their rights and entitlements in their own language. ○ Trauma-informed ways of working are applied. ○ Survivors' needs are assessed, potential barriers are overcome and clear pathways of support are identified in accordance with the Slavery and Trafficking Survivor Care Standards 2018. ○ Survivors are supported to access relevant legal and support agencies and systems. • Oversee the structures, processes, and best practice for the advice service, including contributing to funding, finance and MEAL systems. • Evaluate and report on the effectiveness of the advocacy advice service to internal and external stakeholders. • Work with the Senior UK Policy and Research Advisor to lead the UK programmes team on relevant changes to legislation and policy in the UK and their impact on survivors of modern slavery. • Establish good working relationships with key agencies and services within the sector to 	

- develop strong advice pathways and partnerships.
- General file management and compliance with professional legal ethics, including confidentiality.
- Work with the UK Advocacy Manager and IMSA Model Development Manager to implement the IMSA Model Hub and Stages 2 and 3 of the IMSA Model Development Project.

Key Result Areas

- Deliver an expert advocacy advice service for professionals and individuals across the modern slavery sector which fulfils Tier 1 (advice) and Tier 2 (advocacy intervention) of the Hope for Justice independent advocacy model.
- All incoming advice enquiries and survivor referrals are triaged and processed effectively.
- Manage MEAL systems to monitor and report on funding and the impact of service delivery, outcomes for survivors and provide an evidence base to inform Hope for Justice policy and research activities and when appropriate, the wider sector.
- The advocacy advice service is an expert resource for IMSAs and colleagues, contributing to research, strategy development and training needs.
- Contributing to the IMSA Model Development Project, ensuring that the advocacy advice service is fit for purpose within the IMSA model and is sustainable.

Soft Skills	Technical Skills
<ul style="list-style-type: none"> • Communication skills (including presentation) • Relationship management • Creative problem solving • Teamwork and collaboration • Negotiation & conflict resolution • Decisiveness • Listening & providing feedback • Positive attitude and resilience • Empathy and emotional intelligence • Critical thinking and attention to detail • Ability to work under pressure & time management • Flexibility • Self-motivation and strong work ethic 	<ul style="list-style-type: none"> • Strategic and operational knowledge of modern slavery and broader Human Rights legislation • Knowledge of the UK modern slavery sector and the pathways of support for survivors • Understanding of the legal rights and obligations of victims of modern slavery – including an understanding of immigration, housing, community care, welfare benefits, public law, civil law (including access to compensation), debts and victim rights in the criminal justice process • Advocacy, research and drafting skills • Ability to use trauma-informed methods • Maintaining professional boundaries • Word, Excel and PowerPoint proficiency

Experience & Education

- Educated to Degree level
- Previous work within the modern slavery sector, ideally with survivors of modern slavery and/or victims of serious crime
- Enhanced DBS check