

Tamar Outreach and Support Work Manager (Maternity cover) Job Description

Role outline:

Job title: Tamar Outreach and Support Work Manager (Maternity cover)

Contract: 12-month term contract

Salary: £36,557 (£29,812 + £6745 London living allowance)

Department: All Souls Serve the City

Location: All Souls Clubhouse, 141 Cleveland Street, London W1T 6QG

Hours: 5 days per week (requires flexible evening hours and occasional weekends)

Reports to: Head of Tamar

Direct reports: Outreach Workers (up to 3, part time)

Annual leave: 25 days + bank holidays

DBS Check: Enhanced

Visa sponsorship: Not available

About All Souls Serve the City

All Souls Serve the City (ASSTC) is a charitable incorporated organisation (CIO) which began in 2021 and is based at All Souls Church. ASSTC brings together in one place a number of long-standing ministries serving those who are vulnerable. Our vision is to see all in London flourish in body and soul. We do this by offering the message and ministry of Jesus, focusing on those who are isolated, overlooked and exploited, due to their stage of life or their circumstances. Our ministries reach out from the All Souls parish, to Westminster and beyond. Each ministry is rooted in our values of love, honour and service.

Demonstrating our love for one another and for the city, we seek to bring gospel hope and biblical truth to those affected by homelessness; women involved in the sex industry including those who are affected by human trafficking, modern slavery or sexual exploitation; children at All Souls Church of England primary school and their families; and seniors. Each ministry is rooted in and connected into the life of the church at Langham Place.

Visit our website for more information: asstc.org.uk

About Tamar

Tamar is our ministry to those in the sex industry who may have been affected by sexual exploitation, human trafficking or modern slavery. Tamar's aim is to restore hope and

provide unconditional support to these individuals. Formed in 2013 in Westminster, Tamar relies on a broad network of female volunteers who reach out to be-friend people caught up in the sex industry, offering a broad range of practical, emotional and spiritual support, as well as sharing the good news of Jesus.

About the Role

This role manages all of Tamar's client casework and outreach to locations where women are working in the sex industry across the Borough of Westminster and the City of London. This will require proactively building relationships with the women who are engaging in sex work in these locations with a view to offering them the support that Tamar provides, as well as linking them to Tamar's Outreach Workers. Thus, this role will involve being responsible for line managing several Outreach Workers who will be doing client-facing work, in Mandarin/Cantonese, Thai, Portuguese, and maybe Spanish as well.

Specific duties include:

- Overseeing all the case work for all of our clients
- Participating in the recruitment, hiring and induction for the Outreach Workers in conjunction with the Head of Tamar
- Working with the Volunteer Manager on specific aspects of training
- Assuming responsibility for managing and training the Outreach Workers and in specific aspects of client work
- Leading the regular case management meetings with the Outreach Workers and volunteers who are involved in case work
- Proactively reaching out to women, from a wide range of nationalities, working in the sex industry, in all working locations, in Westminster and the City of London.
- Initiating and building relationships with clients, as well as providing and facilitating practical help and support for them, in collaboration with the other Tamar staff and volunteers
- Managing and following-up on referrals to enable clients to receive the relevant support they require (ie. benefits, legal, medical, etc)
- Monitoring existing working locations (i.e brothels, massage parlours etc) and identifying new ones in Westminster and the City of London
- Championing safeguarding across Tamar's client group

Additional Key Tasks

- Line managing the Outreach Workers
- Risk assessing all locations for volunteer outreach and managing those outreach locations, as appropriate
- Risk assessing individual clients
- Offering support and practical assistance to women, when appropriate. This includes making referrals, accompanying women to appointments, accessing local services and conducting one to one Bible studies, if/when required
- Praying regularly for one's staff, the volunteers, and the women, and praying with them, when appropriate.
- Determining which volunteers participate in outreach and delegating them to provide one-to-one support to our client group, as required
- Documenting all visits and client interactions, creating profiles and updating records on the Tamar database in a timely manner
- Organising and attending police welfare visits, as required
- Representing Tamar at external meetings including with our multi-agency partners
- Designing and delivering training and presentations internally and externally as required
- Ensuring there is provision of resources needed for outreach.

- Supporting the Tamar team and ASSTC in other areas of ministry, as required

Safeguarding

This position is expected to play an essential role with respect to safeguarding. This involves:

- Undertaking safeguarding training to the level required for ASSTC's Safe Recruitment Policy
- Implementing the parish safeguarding policy and procedures within all ministry activities
- Recording and reporting any safeguarding issues/concerns and engaging in appropriate follow-up of such issues
- Proactively assisting staff and volunteers to identify safeguarding issues and supporting them to manage the issues appropriately

Personal and Professional Development

- Attending and actively engaging as a member of the Tamar team and the wider ASSTC team at team meetings, supervision meetings, and leading a Bible study and/or leading prayer at meetings when requested
- Participating in personal and professional development opportunities as agreed upon with the Head of Tamar
- Participating in wider team development and similar opportunities as recommended by the Head of Tamar and/or the ASSTC Director.

Key Relationships:

Line managed by: Head of Tamar

Key relationships: Will line manage up to three Outreach Workers (who are doing frontline case work and support)

Other key relationships: Tamar Volunteer Manager, other Tamar staff and volunteers, ASSTC Director and staff, All Souls staff team, and external agencies

Person Specification:

Education & Qualifications

Essential

- University graduate or equivalent

Desirable

- Independant Sexual Violence Advisor or Independant Domestic Violence Advisor (ISVA or IDVA)
- Social work qualification or equivalent

Experience & Proven Skills

Essential

- Experience of the management of people
- Experience of managing client case work
- Experience of managing caseloads
- Experience of managing outreach activities
- Experience of managing volunteers outreach and casework
- Experience of working with external partners and organisations
- Experience of working with vulnerable client group
- Experience of working with complex trauma
- Experience of working cross culturally with a diverse client group
- Experience of designing and delivering training
- Familiarity with the welfare benefit and the National Referral Mechanism

systems (and experience helping clients to access them)

- Experience of managing risk alongside statutory services
- IT & word processing skills (Google Workspace, iWork, Microsoft Office Suite)
- Experience with safeguarding reporting and following up of concerns

Desirable

- Experience of reaching and supporting with people in the sex industry
- Lived experience of the sector or similar
- Ability to speak another Language, specifically Mandarin, Portuguese, Thai, or Romanian
- Experience of reflective practise, motivational techniques and empathic attitudes
- Experience of empowering women to exit this lifestyle

Christian Commitment and Personal Qualities

Essential

- Whole of life disciple wanting to know Christ more and grow in grace, obedience and Christ-likeness themselves
- Has a servant heart and seeks to live a life of Christian integrity
- Evangelical Christian in full sympathy with the vision, mission and values of ASSTC, All Souls Church and the Evangelical Alliance Statement of Faith
- Ability to work independently and be proactive and a motivated self-starter
- Ability to communicate effectively both orally and in writing with people from a variety of cultural backgrounds
- Ability to work well with within a team
- Excellent interpersonal skills
- Resilient, with an ability to handle pressured situations with calm, tact and wisdom
- Has a strong self-awareness and knows their own limits
- Committed to self care and pursuing a healthy work-life balance
- Ability to self-reflect and be aware of one's own boundaries

Employee benefits

- 3 office closure days
- 3 Spiritual Refreshment Days
- Eyecare voucher
- Season ticket loan
- 7.5% employer pension contributions

There is an occupational requirement that the job-holder is a female and a Christian under Part 1 of Schedule 9 to the Equality Act 2010