

JOB DESCRIPTION – MLR Service Coordinator (12 month contract)

Job title: MLR Services Coordinator	Contract: 12 months (with provision to extend); PT 3 days
Salary: £28,000 p.a. (pro rata)	Location: Camden & Old Street, Central London
Report to: MLR Services Manager	Benefit: 27 days holiday plus 4% matched pension contribution (pro rata)
Start date: Immediate	Closing date: 5pm on 29 th July 2024

The Helen Bamber Foundation (HBF) is a specialist UK charity which provides expert care and support for refugees and people seeking asylum who have experienced extreme human cruelty such as torture or human trafficking. We work with hundreds of clients every year from all over the world. HBF delivers a specialist Model of Integrated Care that addresses the complex needs and vulnerabilities of survivors.

The expertise of the Foundation is renowned in the field. Through the Model of Integrated Care, the HBF offers survivors access to an individually tailored programme of specialist therapy, medical advisory services, legal protection including providing expert medico-legal documentation, welfare and housing support, and creative and skills activities within an integration programme. Survivors of human trafficking, benefit from HBF's counter-trafficking programme of support.

The Role

The role involves managing the effective administration of the Medio-Legal Report Services including liaising with our medico-legal report writers, with instructing solicitors and with clients. It involves scheduling appointments, preparing the documentation to be provided to the writers and dispatching the final reports.

It will involve managing MLR doctors and recruitment and management of volunteers to support these functions, in order to ensure the smooth processing of referrals for medico-legal reports and robust production of these, from the point of acceptance to delivery and invoicing.

Founder: Helen Bamber OBE, DU (Essex)

Human Rights Advisory Group

Sir Nicolas Bratza, Parosha Chandran, Shu Shin Luh

Managing Executives

Kerry Smith (Chief Executive Officer),
Dr Katy Robjant (Executive Director of Clinical and Counter-trafficking)
Gareth Holmes (Executive Director of Fundraising and Communication)
Anne Muthee (Director of Finance and Operations)

Honorary Medical and Research Director: Prof. Cornelius Katona MD FRCPsych

President: Emma Thompson (DBE)

Board of Trustees

Sir Nicolas Bratza, Patricia Chale, Dan Colton, Olivia Curno (whistleblowing trustee), Adam Epstein (Chair), Nina Kowalska, Nancy McCartney, Elizabeth Mottershaw (whistleblowing trustee), Sam Peter, John Scampion (Treasurer), and Prof Ian Watt (safeguarding trustee)

Board Observers: Mafusi Maime and Rehab Jameel

Registered Charity No. 1149652 **Company No.** 08186281

Equal Opportunities

HBF 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. Therefore if you are a refugee and meet at least 50% of the criteria we will guarantee that you will be longlisted for an interview. We particularly welcome applications from Minority Ethnicities.

Duties & Responsibilities

- Clear and prompt communication with legal representatives on matters relating to MLRs, ensuring all relevant documents and formal report order forms are received;
- Timely management of all deadlines especially those relating to Court hearings or interviews ensuring these are properly diarised, communicated and tracked;
- Supervision of the appointments process with regard to the organisation of appointments, interpreter bookings and liaising with clients and third parties where necessary;
- Management of the medico-legal report writing doctors, and other clinicians as needed, including regularly maintaining contact to obtain writers' capacity;
- Ensuring the medico-legal report writer has all the necessary paperwork and instruments needed for the assessment of clients referred to the service and produces the report promptly;
- Ensuring all administrative stages of medico-legal reports process, from acceptance to dispatching to invoicing, are adequately followed; and
- Coordinate with the Client Service Administrators to ensure a well organised system of MLR assessments.

Throughout all aspects of the role

- Respect client confidentiality at all times in line with HBF's confidentiality agreements and consent forms;
- Work as part of HBF's multi-disciplinary team to support, develop and implement organisational activities including Key Performance Indicators (KPIs);
- Ensure accurate and timely record keeping of client data in our case management system and participating in gathering data when required for monitoring and evaluation in line with organisational KPIs;
- Attend HBF's staff training days, meetings and any departmental meetings when required;
- Promote the aims, principles, policies, interests and wellbeing of the Foundation and to protect its integrity and reputation at all times;
- Support the organisation at special events and initiatives.

Person Specification

Essential Knowledge, Skills & Experience

- Sound knowledge of the asylum legal system;
- Knowledge of the international human trafficking industry and its impact on people;
- Knowledge of the challenges and hardship facing vulnerable clients including people seeking asylum, refugees and survivors of trafficking, and demonstrable empathy for this client group
- Demonstrable interpersonal skills, with the ability to deal with vulnerable people in a sensitive manner and manage relationships with professionals and colleagues from different disciplines and organisations;
- High level of organisational skills, attention to detail and the ability to prioritise work effectively in a high-pressured environment;
- Understanding of, and commitment to, the objectives of HBF;
- Ability to deal with issues of a confidential and sensitive nature;
- Ability to work both independently and as part of a multi-disciplinary team;
- Computer literate and experience of using Microsoft packages such Office 365;
- Understanding and commitment to Equality and Diversity in the workplace and in relation to working with vulnerable clients.

Desirable Knowledge, Skills & Experience

- Experience of working with interpreters and communicating across different cultures
- Experience of working in the voluntary/charity sector
- Knowledge of vulnerable adult policies
- Experience of working with survivors of trauma including torture, domestic violence and human trafficking
- Experience of working in a holistic way with clients
- Experience of working with, supervising and/or managing volunteers.

As is the nature of work in this sector, the role will expose the postholder to traumatic and distressing material and, whilst they will be supported by their line manager and the surrounding team, they should also be able to demonstrate knowledge of the self-care principles needed to manage working in an intense work environment and be able to collaborate in the dissemination of those principles to other members of the team.

Please note that the successful candidate will be offered the job subject to suitable references and an enhanced DBS check. If appointed, you will be required to give your consent to HBF to receive regular updates on your criminal records status throughout your employment.

Please submit an up-to-date CV **and** covering letter by **Monday 29th July**. Your application should outline your relevant skills and experience, as well as how your previous experience that matches the listed responsibilities and person specification to jobs@helenbamber.org. Interviews will be held on an ongoing basis. Formal interviews will be held during the week of **5th August**.

Please state in your covering letter when you would be available to start the role.

For any queries about the role, please direct them to Kat Hacker, Director of Legal Protection & Client Services at jobs@helenbamber.org

We regret that we can only respond to applicants who make it to the interview stage. No agencies.