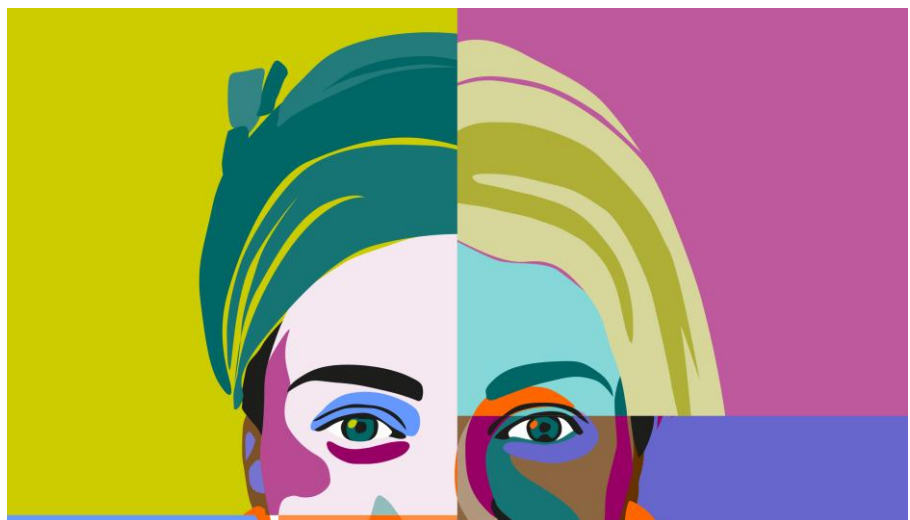


SOPHIE HAYES

Sustainable freedom from modern slavery

Candidate Pack

Community Support Coordinator



Dear Candidate,

I hope you are as excited reading this application pack as we have been putting it together!

With an estimated 122,000 people in the UK currently in situations of slavery and exploitation, the scale of this issue is stark. For over a decade, Sophie Hayes Foundation has been working to support survivors of modern slavery and human trafficking in the UK, to achieve true and sustained freedom from exploitation.

Our programming enables and empowers survivors to rebuild confidence, find a community, and develop skills and experiences to benefit from future lifelong opportunities. We work closely with partners in the modern slavery and human trafficking sector to maximise our impact.

In 2024, we created and adopted a new organisational strategy which paints a picture of a future in which Sophie Hayes Foundation will always provide the hand of help to survivors, meeting them wherever they are and taking them to where they want to be; as well as amplifying their voices to advocate for a future where their rights are upheld and where policymakers, businesses, and citizens have a much better informed understanding of exploitation.

There's no better time to jump into a new role at the Sophie Hayes Foundation to stand alongside us to deliver our bold new vision. We have an expert and highly collegiate team, and can promise fulfilling work, numerous opportunities to build leaderships skills and test creative ideas, to feel part of a flourishing and supportive group of colleagues, alongside a competitive benefits package.

We value a wide range of experience, so if you see yourself captured in any of the specifications below, please do get in touch.

Emily Death
CEO

Mission Statement

Founded in 2011 by Sophie Hayes, a British woman trafficked into sexual exploitation overseas, Sophie Hayes Foundation's work has always been centred around sustainable freedom. Sustainable freedom means freedom from exploitation, slavery, and trafficking; and freedom to look to the future with renewed confidence, rebuilt skills, and a sense of purpose for survivors.

Whilst our mission of sustainable freedom has continued over the last 13 years, forms of exploitation, as well as the landscape of support to survivors of exploitation, has changed beyond recognition. To adapt and respond to this, our new clearly defined and executed mission, coupled with enhanced brand awareness, and with survivor voice at its heart, will enable us to raise awareness, provide leadership, and develop the conversation on modern slavery and human trafficking in the UK.

Freedom from modern slavery, and human trafficking must be achieved through creating a community of survivors whose voices are amplified to challenge assumptions about slavery and trafficking and to work with policymakers and businesses to understand and tackle root causes of the exploitation of vulnerabilities.

We will build on our core strengths to consolidate, expand, and diversify our funding streams for the immediate benefit of our services and the long-term stability and growth of our organisation, opening up and seizing opportunities and partnerships which arise, to expand and improve our support to survivors.

Our strategy will bring stability and transformation, will be created through collaboration and inspirational leadership, will provide foundational support to survivors and empower them as actors for change.

We will work at two levels:



Foundation Values

We are BOLD

Slavery and trafficking are abhorrent crimes which have no place in the modern world. Survivors' stories of bravery and survival inspire us to be courageous in boldly challenging assumptions about slavery and trafficking, and in advocating with integrity to policymakers and citizens, businesses and consumers, for a future free from exploitation for all.

We are INQUISITIVE

We are experts in our work with a thorough understanding of the context and realities of modern slavery and human trafficking, centred around lived and learnt experience. But we see great value in continued learning and take up all opportunities to develop our skills and understanding. We invite everyone to inquire alongside us and believe in their roles as agents of change.

We are INCLUSIVE

We seek to build understanding and awareness of all areas in which exploitation of vulnerabilities can lead to modern slavery and human trafficking and the profound significance of intersectional marginalisation on survivors. We champion and amplify voices of survivors in. We actively welcome and respect different perspectives and experiences from amongst staff, survivors, volunteers, trustees, and supporters, to enhance the quality of the services we provide and the work we do.

We are CREATIVE

We are flexible, adaptable, and responsive to change. We look to innovate, with an entrepreneurial and creative approach to providing opportunities for survivors and to expand our work. We are open to partnership with a wide range of institutions and businesses and collaborating with them to co-create bold approaches to tackling exploitation and providing pathways to sustainable freedom.

We are HOPEFUL

In supporting survivors to, and advocating for, sustainable freedom, we need to inspire people with hope and belief that a better future is possible. Adapting our approach to recognise the challenges people face, we remain optimistic and look to find and provide inspiration wherever we can.

Programme Coordinator

Salary:	£28,670
Benefits:	3% contributions to pension scheme of your choice 26 days (plus bank holidays) Additional holiday between Christmas Day and New Year Employee Benefit Scheme Quarterly 121 clinical supervisions Hybrid working
Contract type:	Full time, permanent
Location:	Hybrid: 2 days in London office a week
Reports to:	Head of Operations
Direct reports:	0

Community Support Coordinator

About the Job

Sophie Hayes Foundation (SHF) is a small but mighty charity, empowering women survivors of modern slavery and exploitation. It is an important time at SHF. Our new strategy 'Sustainable Freedom from Modern Slavery' launched in 2024 and this role is essential for the delivery of the strategy and ensuring that survivors of modern slavery, human trafficking, and exploitation have access to the support and opportunities they need to achieve their aspirations, independence and a positive future. With soaring numbers of referral to the NRM and thousands more victims living in fear of a hostile environment, this has never been more important than now.

At the heart of Sophie Hayes Foundation's work will be the support to and empowerment of survivors of modern slavery and human trafficking and this role is critical to survivors' journeys to sustainable freedom. We are increasingly aware of the precarity faced by survivors, especially during transitions moving on from support and at points of decision making from the NRM or Home Office.

Alongside a small, friendly and dedicated team, you will build pathways of support for a range of participants who are supported by SHF through connecting them to other community organisations. Your role will include assisting them to access safe accommodation, community support, mental health support and access to finances.

You will champion the voices of survivors through the work of the organisation, working with colleagues in CREW, our survivor network, to provide continued support to survivors' long term.

About the Role

- Conducting initial welcome calls to participants to assess their needs and desired pathway into SHF
- Host Monthly 121 Check-ins with participants who don't have support workers and during those sessions signpost to long-term support to widen their community support. Writing support letters when needed
- Actively engage with local, regional, and national partners and anti-slavery networks to build and maintain partnerships for survivor referral pathways to other organisations
- Work alongside the CREW Co-ordinator to run events which foster connection within our CREW network, such as a monthly coffee morning

- Support in the facilitation of in-person sessions whether CREW or part of the Programme delivery.
- Support in the facilitation of Programmes and CREW events
- Ensure highest levels of Safeguarding, compiling safety plans for participants and carrying out risk assessments where necessary.
- Accurate data input to and management of internal monitoring and finance systems, working closely with the Head of Programmes to analyse trends and contribute to reporting.
- Contribute to centring survivor perspectives in the work of Sophie Hayes Foundation by sharing and channelling learning from programme delivery to colleagues.
- Other duties which may arise under the implementation of the new strategy, as directed by the Head of Employability Programme.

About You

This role would suit someone who is passionate about supporting others and empowering them to take the next steps in their journey.

You may have prior experience as a teacher, caseworker or charity coordinator.

We are looking for a team member who is organised, efficient, reliable, empathetic and ready to get stuck in helping across our range of survivor services.

We welcome applications from individuals with a range of skills and experience drawn from their professional and personal lives, including those who may have lived experience of modern slavery, human trafficking and exploitation.

How to Apply

Please send your CV and cover letter explaining why you are applying for this role to recruitment@sophiehayesfoundation.org.

Closing date for applications is **23.59 Tuesday 13th January 2026** with interviews to be held on the **20th and 21st January 2026**.

The people that we work with come from all over the world and had a wide range of beliefs, experiences and backgrounds. We are committed to sharing in and reflecting this rich diversity amongst our staff and volunteers and would strongly encourage applicants from minority and under-represented groups and from those with lived experience. This post is open to **female applicants only** as being a female is deemed to be a genuine occupational requirement under **Schedule 9, paragraph 1 of the Equality Act 2010**.

We appreciate that the use of AI platforms like ChatGPT are becoming part of working life for many people. Through our recruitment process we want to see your own unique ideas and writing skills. We want your application to stand out from the rest and showcase your own strengths. Therefore, we kindly ask that you don't rely on AI tools for your application answers, cover letter or to generate interview answers

We are happy to discuss adaptations to the role and recruitment process.

If successful, we will carry out an Enhanced DSB Check as part of our safer recruitment processes. Having a criminal record does not automatically prevent someone from working with us, what's important is openness so that we can consider the nature of the conviction. We welcome a conversation should you be offered the role.

All candidates must provide **proof of the right to work in the UK** during the interview process.