

Job Description

Job Title:	Client Support Worker
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Salary:	Band 3 (Starting salary £20,100) This salary is for full time hours. For part time positions, salary is pro rata
Hours of work:	22.5 hours per week (0.6 FTE), usually worked over 3 days from 8.30am-4.30pm Occasional evening and weekend work may be required
Holidays:	25 days per annum, plus 8 statutory / bank holidays pro rata
Benefits:	Pension scheme and travel expenses
Responsible to:	Client Services Manager
Contract length:	Permanent (subject to funding)
Probation period:	3 months

Main purpose of the role:

In accordance with the Christian ethos and values of the Boaz Trust:

- To provide practical and emotional support to approximately 10-15 people who have had their asylum claims refused, and who are accommodated by the Boaz Trust. Supporting them from their initial point of contact through their 12 months with Boaz, until the time when they have to move on
- To ensure that the clients accommodated by the Boaz Trust have access to services enabling them to meet their basic needs as well as supporting them to access further health, legal and specialist services as appropriate
- To play a supportive and collaborative role working alongside the wider staff team in our mission, which is: to end destitution amongst asylum seekers and refugees; to empower people seeking sanctuary; and to equip churches and others to people seeking sanctuary in their communities and congregations

Specific duties and responsibilities:

1. To provide practical, emotional and advocacy support for the clients on a one to one basis through regular review meetings as well as ad hoc appointments
2. To maintain and update database records in a timely way, ensuring confidentiality and accuracy

3. To ensure that clients feel safe and comfortable in their accommodation, and be able to take prompt and appropriate action to address any issues that arise
4. To support the delivery of an ongoing wellbeing programme (Boaz Life) for our clients so that they can build their self-esteem and develop their own abilities and skills
5. To assist in the ongoing management of the waiting list, including participating in the weekly accommodation panel meeting, assessing potential clients, and providing practical help when new clients move in to Boaz accommodation
6. To manage the 'release' process for clients as they prepare to move on from Boaz. This will include working with clients to identify and access alternative sources of accommodation and support, helping make practical arrangements to move out, and ensuring that written records are appropriately completed and archived
7. To develop and maintain positive relationships with other organisations (local and national, statutory and voluntary)
8. To work collaboratively and communicate effectively with other frontline staff (in particular the Client Services Manager, Night Shelter Coordinators, Supported Housing Manager and Office and Reception Manager) to ensure past, present and potential asylum seeking and refugee clients are dealt with professionally and appropriately
9. To be part of the emergency (out of hours) telephones rota

Role and responsibilities within the daily life and working of the wider team

- To be committed to and supportive of the Boaz Trust's values and ethos
- To participate in daily prayers/team meetings, ideally taking turns to lead
- To participate in the full life of the team which will include sharing in provision of office cover and admin tasks, participating in away days and other times of team reflection, planning and development where appropriate
- To work collaboratively and communicate effectively with other Boaz staff and volunteers whenever necessary
- To comply with Boaz Trust policies and procedures

Specific requirements:

The post-holder will ideally have their own transport, and will be expected to use it in carrying out some of the job duties above. Mileage will be refunded.

Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.