

JOB DESCRIPTION

Job Title:	Client services manager
Location:	Boaz Trust, First Floor, 110 Oldham Rd, Manchester M4 6AG
Salary:	Salary band 2: £22665-£25755
Hours of work:	37.5 hours per week, usually worked from 8.30am-4.30pm Occasional evening and weekend work may be required
Holidays:	25 days per annum, plus 8 statutory / bank holidays
Benefits:	Pension scheme and travel expenses
Responsible to:	The Chief Executive
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 manage the strategic development and delivery of a holistic and practical support service for clients living in Boaz accommodation
- To manage all staff and volunteers directly involved in pastoral, wellbeing casework and other forms of client support
- To provide specific one to one support with a caseload of individual clients, from referral to Boaz through to release after a period of support

Specific duties and responsibilities:

Management and leadership

- To oversee and develop the day to day casework and support for all Boaz clients, in line with our “catch, hold, release” model, which takes clients through from an initial referral to release at the end of their time with Boaz
- To be responsible for the management of Boaz client support staff and relevant volunteers
- To liaise with the Legal Services Manager and other providers of legal advice and support to ensure clients receive access to excellent legal work
- To ensure the outworking of an ongoing wellbeing programme (Boaz Life) for clients, so that they can build their self-esteem and develop their own abilities and skills
- To ensure that written and electronic records are appropriately completed and archived
- To develop and maintain positive and productive relationships with other organisations (local and national, statutory and voluntary)
- To take responsibility for your own professional development and training, and to attend regular external supervision

Specific duties and responsibilities:

1. To manage a caseload of individuals accommodated by the Boaz Trust

2. To provide practical, pastoral and advocacy support for the clients on a one to one basis through regular review meetings as well as ad hoc appointments
3. To maintain and update appropriate records (database and individual case notes) ensuring confidentiality and accuracy
4. To ensure that the clients feel safe and comfortable in their accommodation, and be able to take prompt and appropriate action to address any issues that arise
5. To manage the 'release' process for relevant clients as they prepare to move on from Boaz. This will include working with clients to access alternative sources of accommodation and support, helping make practical arrangements to move out, and ensuring that written records are appropriately completed and archived
6. To work collaboratively with other frontline staff (in particular the case work team, Night Shelter Coordinator, 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
7. 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 work collaboratively and communicate effectively with other Boaz staff and volunteers whenever necessary
- To comply with Boaz Trust policies and procedures
- 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

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.