

Client Support Worker (Women)

The Boaz Trust is a Manchester-based Christian charity, seeking to serve some of the most vulnerable people in our community who are seeking asylum from persecution in their home countries. We are a small group of passionate and dedicated team players, who see past the everyday obstacles and have the resilience and tenacity to pursue change.

At Boaz, we support clients by providing accommodation, food and practical and emotional care so that they can begin to move on with their lives. We are currently looking for someone to join our team who is committed to ending destitution for those seeking asylum in the UK.

In this job, you would be expected to work with around 15 women, who have sought asylum and are accommodated by the Boaz Trust in our shared housing or hosting scheme. The work is incredibly varied and no two days will be the same. You will need to be well organised and able to make effective use of your time, as well as being someone who can handle setbacks and who views challenges positively, having a real 'can-do' approach to your work.

If you want a job where you can make a real difference in people's lives, then please read on.

In this pack:

- Understanding who we are and what it's like to work at Boaz
- What the role involves and the person we're looking for
- How to apply and when you'll know if you've been successful

Who are we?

The Boaz Trust is a Manchester-based Christian charity working with destitute asylum seekers and refugees. Our vision is 'life in all its fullness' for those seeking sanctuary in the UK. Boaz provides accommodation, food, and practical and emotional care for people who have been made destitute during the asylum process. This enables the people we work with to rebuild their lives and hopefully move towards a resolution of the situation that made them homeless. At peak times Boaz accommodates over 70 individuals through our winter night shelter, shared housing and our hosting scheme.

What's it like to work with us?

We're a fairly small staff team (13 people, over half of whom are part-time) based in the Kath Locke Centre in Hulme.

Boaz started 14 years ago, as an outworking of Dave Smith's Christian faith and the desire to serve others, particularly the vulnerable. The team's strength and motivation is very much drawn from our shared faith, and this underpins all that we do. Whilst we work with a diverse range of people (of all faiths and none) and do not evangelise, our sense of Christian identity is certainly key to how we tick.

It can be tough to work at Boaz, as we often see people when they are very low, often dealing with very difficult situations, but we try to keep focused on the positive elements of our work. It can be hard but it's definitely rewarding. Hearing a client say 'Boaz has helped me in so many ways- they have helped me put my life together' is certainly motivating, and reminds us why we do what we do. We find humour, strong coffee and cake also help, as we try to create a warm and welcoming atmosphere in the office.

The values which define how we seek to work as an organisation are:

Christ-centred (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)

Excellence (we strive for professional excellence with integrity in all our working practices)

Empowerment (we want to see the people we work with (including clients, volunteers, staff and supporters) equipped and released to discover meaning and purpose in their lives.)

Restless for justice (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

Servant-hearted (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

Generosity (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

One of our values is servant-heartedness, and this applies to how we treat each other as much as how we work with our clients. We all muck in if the pressure's on and everyone shares in the things that keep the office ticking over. The daily times of combined team meeting, sharing and prayer are key to helping the team function and thrive.

Our clients often refer to Boaz as family, which we regard as a huge compliment. We constantly strive to keep the balance between professionalism and warmth; treating each person with dignity and as an individual is vital for us.

We hope you would find this a fun, friendly, challenging and stimulating place to work. If you share our passion to see destitution ended and positive changes to the UK asylum system, doing what we can to make life better for those seeking refuge in the meantime, then you should definitely apply.

What can we offer you?

We believe that you will find yourself in a rewarding role with the opportunity to make a tangible difference to some of those facing great hardship in our society today. You will gain supportive, friendly and fun team mates, and work within a culture that values people and seeks to support them in any challenges our roles present. Our culture is strongly anti- long hours and pro thriving (our internal name for all things wellbeing related) and we are constantly working to ensure that not only our clients, but all of us know 'life in all its fullness' and truly thrive. We know we'll never be perfect but we strive to see how we can improve, not least through our annual staff survey where you're invited to give your honest views.

We offer some great benefits, including our sickness absence pay, holiday package and pension scheme. We also seek non-financial ways to reward and show we value staff, which includes an additional 3 days off over the Christmas period and the accrual of 2 more holiday days in your first 2-3 years of service, as well as paid mission/charitable leave.

But overall we hope that you would find the sense of purpose, contributing to solutions and working towards making ours a better society for those seeking sanctuary in the UK really compelling and reason to join us.

About this job

The client support worker is a vital member of our frontline team, helping us to meet our organisational objective to 'provide a local, compassionate infrastructure supporting people seeking sanctuary who become destitute.'

The client support team is currently made up of: 1 full time Client Support Worker (working with men who have been refused asylum), 2 part time Support Workers (one with a case load of refugees, and the other has a mixed case load of refugees and refused asylum seekers), and a full time Client Services Manager. This is a growing area of our work, as we continue to ensure an excellent level of support for all clients whilst we increase the number of people in our accommodation.

As a client support worker, you will be **primarily responsible for providing support for around 15 women who have been refused asylum and who are accommodated by the Boaz Trust**, usually for a period of up to 12 months. You will share in responsibility for ensuring that all Boaz clients (past, present and potential) are dealt with professionally and appropriately. You will need to be well organised and make

effective use of time, striking the balance between face to face support and completing case notes and other required documentation whilst being flexible enough to accommodate changes in plans and priorities. You will share responsibility for delivering a varied well-being programme for our clients and will also support clients through the processes as they move into and move on from Boaz accommodation.

The work is varied, and there really is no such thing as a typical day!

We welcome applications from people who have previously worked in this sector, as well as from people who are looking to move into a new area of work and have transferable skills and experience.

Job Description

Job Title:	Client Support Worker (Women)
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD
Salary:	Band 3 (Starting salary £21,836) 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 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 15 women 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, other Support Workers, 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
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.

Person specification

Job Title: Client Support Worker (Women)		
Specification	Essential	Desirable
1. Education/ Training	A levels or equivalent qualification	Relevant degree
2. Proven experience	<p>Working with marginalised or vulnerable individuals in a supportive capacity (paid or voluntary)</p> <p>Effective team-working, maintaining supportive relationships and contributing positively to team formation and function</p> <p>Independent working, using appropriate levels of judgement and initiative</p>	<p>Working with asylum seekers and refugees</p> <p>Working in housing or social care</p> <p>Working in a small charity</p> <p>Working with / facilitating groups of people</p> <p>Working with interpreters</p>
3. Skills and abilities	<p>Confident, accurate and sensitive communication skills in both oral and written contexts</p> <p>Empowering and participatory working style</p> <p>Time management and ability to manage and prioritise own workload</p> <p>Proficient in the use of Microsoft Word, Excel, email, databases and the internet</p> <p>Problem solving approach to work</p> <p>Understanding of healthy working practices and ability and willingness to use available support systems (e.g. supervision, training)</p>	<p>Understanding of asylum issues in the UK</p> <p>Understanding of the local refugee sector</p>
4. Attributes	<p>Positive 'can-do' attitude</p> <p>Empathetic and patient approach when working with vulnerable people</p> <p>Calm yet appropriately assertive under pressure</p> <p>An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality</p>	Practising Christian

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Specification	Essential	Desirable
	Entirely empathetic with the Christian values and aims of the Trust	
5. Additional requirements	Willingness to occasionally work outside office hours Willingness to work flexibly- showing a willingness to support team members in different areas of our work	Driving license

Recruitment process

We hope this application pack has helped you understand the role of Client Support Worker and decide whether this is a role you'd like to apply for. If you have any unanswered questions please do contact Katie Lifford, Client Services Manager, on katielifford@boaztrust.org.uk

If you would like to apply for this job, please complete the Application Form and Equal Opportunities Monitoring form and **return to the Boaz Trust for the attention of Sarah Beaney, HR & Projects Manager on jobs@boaztrust.org.uk** by the closing date (**5pm on Friday 2nd November 2018**). **Please note it is especially important that you complete section 7 (Supporting Information) carefully.** All shortlisted candidates will be informed during the week commencing **5th November**, and interviews will be on the **13th and/or 14th November**.

Please visit our website to download an Application and Equal Opportunities Monitoring form and to view our Job Applicant Privacy Notice: boaztrust.org.uk/Job-opportunities/