

Job Title	Client Host	Pay Band:	Staff
Reports to	Client Pathways Team Leader	Pay Tier Range:	6.0 – 6.6
Occupational Requirement(s):	Active Christian Faith	Status:	Permanent
DBS Requirement:	Enhanced	Weekly Hours:	37.5 hours
Job Purpose	To enable the mission of Jesus Christ through meeting, supporting/empowering and signposting clients to access crisis provision, life skills and wellbeing activities, and programmes that enable them to transition towards greater personal security and resilience. To design and develop services and activities, based upon an understanding of the needs of clients.		
Outcomes			
<ul style="list-style-type: none"> • Clients who access the inHope's services are met welcomed and accepted on their first and subsequent use of inHope services and activities. • Clients who access inHope spaces and services/activities have an increased sense of <u>safety, being known and community</u>. • The <u>life skills</u> of clients who access services or activities run or hosted by inHope are demonstrably improved. • Clients of inHope have access to specialist services, appropriate to their needs and aspirations. • Clients of inHope identify an increased sense of <u>personal resilience and hope for the future</u>. • The <u>health and wellbeing</u> of clients who access services/activities run or hosted by inHope are demonstrably improved. • The voice of inHope's clients is heard within inHope's service design, in meetings/forums/campaigning for system changes that increase justice and security for the client groups. 			
Outputs			
<ul style="list-style-type: none"> • All clients who access inHope's services are warmly hosted, dynamically risk assessed and enabled to access the support that they need from within inHope or via better suited services. • Services, interventions and activities which meet known client needs are made available within inHope spaces for clients in crisis and those on a pathway of change and restoration. • A range of services and activities co-designed via a vibrant client community are made available (run and/or hosted) to build the life skills and personal resilience of clients. • Clients are empowered to overcome financial challenges and insecurity, with access being given to support services and money skills training. • Clients are supported in crisis and empowered to access available services/activities which enable recovery and build their capacity and resilience. • Clients are supported to access meaningful activity, inclusive of volunteering and work placements, which enable them to build skills, experience and confidence. • Information, data and intelligence is collected from clients which can be used to demonstrate impact, shape and support messaging and campaigns which influence local and national system change. • Partnership, collaboration and networking that contributes to collective approaches that address client need and build personal capacity is evident. 			
Key Tasks			
<ul style="list-style-type: none"> • Client Hosting <ul style="list-style-type: none"> ○ Engagement with clients to understand client needs, opinions and ideas, and make effective use of the same in shaping client work. ○ Ensure the provision of a coherent and comprehensive range of activities and interventions that meet the needs of clients. ○ Help to ensure that engagement with clients in all spaces (WG, SoH, LR and FB outlets) is Psychologically and Trauma Informed (PIE & TI). ○ Make effective and consistent use of the client data system to record and track client engagement, inter-team and external referrals. ○ Collaborate with Team Leaders and co-workers within the Services Team to provide an integrated, coordinated and seamless service to inHope clients. ○ Collaborate with local and national partners to both promote the services and the interventions on offer to clients throughout inHope, and to learn and adopt best practices. 			

- **Compliance with law and good practice**

- Contribute to the risk register(s) covering service delivery.
- Ensure that risk registers are up to date for services and activities provided.
- Ensure compliance with inHope policies and procedures.
- Contribute to creating, developing and refreshing policies and procedures which serve the needs of the Client Pathways Team.

- **General Duties**

- Christian pastoral care for colleagues within inHope.
- To participate in, and sometimes lead, tasks and other activities that further the work of inHope from time to time.

Key Attributes

- **Person Statement**

A person-centred front-line worker with appropriate boundaries who thrives in services which meet the expressed needs of those who experiencing homelessness and/or addiction recovery, and who might have complex and multiple needs. Has a sense of God's call to use their skills and experience to serve clients and realise the outcomes of the charity.

- **Essential Attributes**

- Is outcome focussed and thrives in values-based teams.
- Approachable, relatable and confident communicator with the diverse client group accessing inHope services, including those with complex needs.
- Ability to be clear and assertive in challenging situations.
- Has emotional and cultural intelligence, non-judgemental when working with clients from diverse backgrounds.
- Has awareness of the broad range of client need, of effective interventions and local services which meet those needs and empower clients.
- Experience of the vulnerabilities of inHope's client groups and experience in ensuring clients receive Psychologically and Trauma Informed (PIE & TI) support, services and activities.
- Positive, optimistic and resourceful when dealing with obstacles and change.
- Is motivated by hearing from and positively engaging clients in service design.
- Is aware of their own wellbeing needs, and accesses internal and external support as needed.
- Ability to fulfil their workload effectively, recognising the needs of others within their team.
- Mental Health First Aid Trained.
- Experience of using M365 apps (novice competency) and cloud-based tools. [M365 Proficiency Scale.pdf](#)
- Maths and English to GCSE Grade B or equivalent and completed their secondary education or equivalent, or qualified by experience.

- **Desirable Attributes**

- First Aid at Work Trained.
- Awareness of Health & Safety requirements.

Key Relationships

- **Team**

- Member of the Client Pathways Team led by the Client Pathways Team Leader.
- Member of the service delivery team led by the Head of Services.
- Work collaboratively with the other Client Host and colleagues across the service delivery team.

- **Primary Relationships**

- Line managed the Client Pathways Team Leaders, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Work collaboratively with the Head of Services, Team Leaders / Managers and service delivery staff and volunteers.
- Work collaboratively with the support function managers and staff.
- Work collaboratively with external partners and service providers
- A fully participative member of the staff team attending staff meetings, prayer times and events.
- To build good and supportive working relationships with the whole staff team.
- To positively engage with appropriate self-development and external training.