

Client Engagement Worker (Full Time) Salary - £26,775

Welcoming – Compassionate – Trauma-Informed – Relational – Empowering – Faith-Led

Are you passionate about building meaningful relationships with people experiencing homelessness, addiction and other complex needs? Do you thrive on helping people identify their strengths, overcome barriers and take positive steps towards greater stability, wellbeing and hope?

We are looking for a **Client Engagement Worker** to join our Client Pathways Team, playing a vital front-line role in engaging, supporting and empowering people experiencing homelessness, addiction, and complex needs.

As a Client Engagement Worker, you will be at the heart of our services. You will offer a warm and consistent welcome to clients while building trusted relationships that help people feel safe, known and valued. Through one-to-one engagement, group activities and collaborative working, you will support clients to identify goals, develop life skills, improve wellbeing and progress along their recovery or support pathways.

**Client
Pathways**

You will help clients access the right support at the right time through effective signposting and referrals to specialist services, both within inHope and through external partners. You will also contribute to the design and development of activities and interventions that respond to client needs, ensuring that client voices help shape the services we provide.

This role is both relational and practical, requiring someone who can respond with compassion in moments of crisis while maintaining appropriate professional boundaries, working in psychologically and trauma-informed ways, and helping individuals move towards greater resilience, independence and hope.

“The Wild Goose Cafe is a real hope to lots of people; it keeps people alive!” – Wild Goose client

Further information about this role and the Job Description are available via our website: www.inhope.uk/get-involved/work-with-us. To discuss this role, or find out more, please contact: hr@inhope.uk.

There is an Occupational Requirement for this role to be filled by a practicing Christian. Our Statement of Faith, Vision and Values and our Equality, Diversity and Inclusion Policy are available upon request and online at www.inhope.uk.

- Salary: £26,775 pa, subject to experience.
- Hours worked per week: 37.5.
- 28 days holiday plus paid Bank Holidays.
- Workplace pension with matched contribution of up to 5%.
- Access to inHope’s Employee Assistance Programme.
- Option for hybrid working.

Applicants:

We welcome applications from all communities and backgrounds. We particularly encourage applications from those with lived-experience.

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"They're all very kind at the Spring of Hope, they don't judge you and they're really helpful." – Spring of Hope client

About inHope:

inHope is an established Christian charity with a broad support base that has been working in Bristol since the mid-80's. We are dedicated to helping those with life disrupting problems, such as food poverty, homelessness and addiction, to reach their God given potential free from injustice and insecurity.

Application Process:

You can apply by either:

- A. Downloading and completing the [application form from our website](#), or
- B. Submit your CV with a covering letter which addresses the following:
 - i. A professional statement saying how you meet the requirements of the role as given in the Job Description and giving examples of how your knowledge, experience and skills demonstrate your suitability for this role (no more than 750 words); and
 - ii. A personal statement saying how your Christian faith has developed over time, and how you see your faith being worked out in practice through the role (no more than 500 words).

Your application form or CV and covering letter, must be sent to: HR@inhope.uk by 9am on Monday 13th July.

If you would like support with completing your application please contact our HR team using the e-mail above or by calling 0117 330 1230 (please select general enquiries).

Screening conversations / interviews may be held for shortlisting purposes, where deemed helpful.

Applications may be considered and interviews held prior to the closing date. We will update the advert should an appointment be made prior to the closing date.

Contact from recruitment agencies or online platforms in relation to promoting this vacancy will not be responded to.