

Job Title	Client Engagement Worker	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. Contribute to the development of 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"> • Welcoming, psychologically informed client engagement, which welcomes and builds relationships with clients. • Client engagement, including support and progression plans, risks, needs and strengths assessments, delivered through interventions that help clients identify goals, overcome barriers, access opportunities and progress along recovery or support pathways. • Effective referral pathways and partnership engagement, with timely referrals and connections into appropriate internal and external specialist services. • Services that are co-designed with clients, volunteers and colleagues, with mechanisms for listening to and amplifying client voice embedded within service delivery. • Accurate client records and outcome tracking, with data recorded through inHope’s database. 			
Key Tasks			
<p>Engagement with Clients</p> <ul style="list-style-type: none"> • Engagement with clients in open-access and group work settings 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, under the leadership of the Client Engagement Lead. • Ensure volunteers are appropriately prepared and supported through briefing and debriefing processes when running client activities and groups. • Facilitate engagement meetings that support clients to identify goals, overcome barriers, and progress along their recovery pathways. • Help to ensure that engagement with clients in all spaces 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 local partners to support client access to appropriate services and interventions, and to learn from and adopt effective practice. <p>Compliance with law and good practice</p> <ul style="list-style-type: none"> • Contribute to the risk register(s) covering service delivery • Ensure activities are delivered in compliance with inHope policies and procedures • Contribute to the development and improvements of procedures and ways of working that support effective client engagement <p>General Duties</p> <ul style="list-style-type: none"> • 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

- Approachable, relatable and confident communicator with the diverse client group accessing inHope services, including those with complex needs.
- Is outcome focussed and thrives in values-based teams.
- Able 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.
- 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.
- Knowledge of Mental Health in the context of supporting people who have experienced trauma.

Key Relationships

• Team

- Member of the Client Pathways Team, line managed by the Client Pathways Team Leader and work closely with the Client Engagement Lead and Participation Lead.
- Member of the service delivery team led by the Head of Services.
- Work collaboratively with other colleagues across the service delivery team.

• Primary Relationships

- Line managed by the Client Pathways Team Leader, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing, and development.
- Works closely with the Client Engagement Lead and Participation Lead, who provide day-to-day operational support, guidance, co-design and coordination of activities and interventions.
- Contributes to the development and improvement of services and activities alongside the Client Engagement Lead and Participation Lead, informed by client engagement, feedback, and emerging needs.
- Work collaboratively with the Head of Services, Managers/Team Leaders 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.