



ASSIST Sheffield

Client Support Manager Job Description

Job Title:	Client Support Manager
Responsible to:	Director
Responsible for:	Client Support Staff (2 members) Volunteer Help Desk Team Volunteer Accompanying Team Volunteer Interpreting Team Client Consultation Group (tbc)
Hours:	35 hours
Salary:	£33,579 pa
Holidays:	27 days plus Bank Holidays
Location:	Victoria Hall Methodist Church, Norfolk St, Sheffield

JOB PURPOSE

- To lead the development and delivery of ASSIST Sheffield's Client Support work in an inclusive and empowering manner, maintaining oversight of all Client Support teams and ensuring ASSIST is delivering person-centred, trauma-informed support services
- To place equity at the heart of your work, recognising the ways that race and other identities intersect, especially with the communities we work with. You will identify the potential for bias and actively work to minimise inequities
- To manage and develop client support staff and volunteers - it will be your mission to develop others. You will inspire and motivate others to take action and meet goals. You hold the team accountable in ways that grow the people and ASSIST's impact, and you make sure people feel appreciated
- To join ASSIST's Leadership Team to represent and advocate for your teams and the clients you work with, informing our strategy and direction of ASSIST's work
- Continuous learning: The ever-changing immigration policy environment means there is always more to know out there. You will absorb information from your

colleagues, your work, and from keeping up with your field. And this makes you a valuable manager to your teams

- To ensure that clients' voices are heard and influence decision-making at all levels of the organisation
- To be ASSIST's main Safeguarding and Safe Practice Lead, centring the root causes of why unsafe behaviours may manifest and centring the autonomy of the people involved

DUTIES AND KEY RESPONSIBILITIES

Leadership of Client Support Services

- To lead the development and implementation of effective policy and best practices for ASSIST's client support work
- To lead ASSIST's client support teams in delivering improved outcomes for clients
- To work in collaboration with the Accommodation Manager to oversee all new referrals into ASSIST, ensuring all new clients are welcomed and supported to engage well with our services
- To have an overview of the support needs and capacity of the client support volunteer teams (Accompanying, Helpdesk, Welfare and Casework Teams)
- To lead the staff team delivering our high-tier support work, setting standards, devising casework routes, developing partnerships and sometimes carrying out direct casework with clients whose cases are complex
- To monitor client support team members' well-being, and develop supportive arrangements for healthy working between teams and with staff
- To guide and assist client support teams in their work with individual clients
- To ensure client support teams maintain accurate records in accordance with data protection regulations and best practice
- To co-lead collaboration between the Client Support Team and our Accommodation Team so that our services are mutually supportive and interwoven to deliver the best possible outcomes for our clients
- To oversee, and where appropriate undertake, liaison with other agencies in relation to individual clients and safeguarding concerns
- To identify training needs for client support volunteers and in collaboration with the Volunteer and Community Outreach Coordinator and other staff members, to arrange suitable training, wherever possible sharing resources with other agencies

Leadership Team Responsibilities

- To be a supportive, solution-focused participant in Leadership Team meetings
- To lead on the development and implementation of ASSIST's strategy for client support services

- To respond dynamically and make proactive decisions on day-to-day challenges in the organisation about our client support services
- To ensure Leadership Team decisions and actions are reported back to client support teams
- To ensure the needs and experiences of client support teams inform Leadership Team decision-making and policy development
- To facilitate volunteer voice and leadership in the strategic development of ASSIST
- To promote effective processes for the involvement of clients in the development of ASSIST
- To support and facilitate cohesive teamwork throughout the organisation
- To represent ASSIST to other agencies and develop and maintain external partnerships and networks
- To ensure that organisational decisions and developments are well communicated to client support teams and organisational change is positively supported

Management of Paid Staff

- You will manage at least two paid staff members and ensure that they are well-supported to be effective in their role
- To support staff to identify continuing professional development goals and training needs which support the strategic goals of the organisation

Monitoring and Evaluation

- To support the preparation of funding applications and reports, working alongside the Operations Manager and Director
- To develop and maintain effective evaluation and monitoring systems linked to agreed frameworks, supporting ASSIST to develop clearer ways of demonstrating our impact
- To provide monthly and annual reports on client activity and analysis on the areas of work you are responsible
- To develop effective means for clients to influence support services (e.g. satisfaction surveys, focus groups, facilitation of our client consultation group)
- To provide quarterly reports to the Trustee Board

Other Duties

To carry out other duties, as may be required to fulfil ASSIST's objectives.

An offer of employment is subject to a satisfactory Disclosure and Barring Service (DBS) check.