



Client Support Coordinator

Job Description

Position: Client Support Coordinator

Contractual Status: Self-employed

Contract Length/Type: 18 months (Self-employed SLA - Service Level Agreement)

Reports to: Operations, Partnerships and Client Support Director

Hours: 22.5 hours per week (3 days a week)

Working times: 9.00am to 5.00pm (there will be some occasional work in the evenings and weekends for which time in lieu will be given)

Location: Working in various locations across London

Salary: £1750 per month

Main Client Group: Portuguese Speakers in Greater London

Office Address: SW8 1 QR

About Respeito

Respeito is the only organisation in the UK exclusively dedicated to preventing and reducing domestic abuse in the Portuguese-speaking community. We support survivors and vulnerable individuals from Portugal (and the Islands of Madeira and Azores), Brazil, Latin America, and African countries with Portuguese as the official language i.e. Angola, Mozambique, Cape Verde, Sao Tome and Principe, Guinea- Bissau and Equatorial Guinea.

Our services are free of charge and offered in the mother language for any Portuguese-speaking individual (+18) regardless of their nationality, age, gender or gender identity, disability, ethnicity, sexual orientation, or faith within our cultural diversity.

To check more information about Respeito click [here](#).



Overall Purpose of the Role

- Respeito seeks to reduce and prevent domestic abuse in the Portuguese- speaking community in the UK by empowering and supporting families and individuals to build safer and happier lives. The post-holder will play a vital role in this work through coordinating, administering and delivering the client support services provided by Respeito. This will include liaison with partners, relevant agencies and community groups and organisations to ensure that the best support is provided.

Key Tasks and Responsibilities

1. Client Support

- Carry out initial assessment of client needs to identify and plan the support needed to address issues and prevent any problems from escalating.
- Provide casework level advice on welfare benefits, housing and financial issues as appropriate.
- Facilitate access, signpost and accompany clients to services or activities, in particular those with limited English.
- Assist clients with other related problems or refer to other specialist organisations as appropriate.
- Make follow up calls to provide moral and practical support as appropriate.
- Keep up-to-date with local service provision for appropriate signposting and referrals.
- Maintain professional practice standards and regulatory requirements, including confidentiality, safeguarding and equality.

2. Administration, Monitoring & Evaluation

- Work towards agreed outputs, outcomes and targets.
- Provide written reports on work undertaken and other reports as required.
- Ensure that all work conforms to systems and procedures of Respeito, partner organisations and funders.
- Maintain accurate and up-to-date administration and caseload records, including records of meetings.
- Liaise with therapist and other staff to arrange and coordinate counselling sessions with clients.
- Manage own workload, administration and diary commitments.
- Provide regular reports and updates to the line manager.
- Attend and participate in organisational meetings (e.g. with Board of Trustees) as appropriate.



3. Communications

- Disseminate promotional materials through a range of channels and marketing tools.
- Support the production of organisational reports and promotional materials.

4. Training and development

- Have a commitment to ongoing learning and development.
- Keep up to date with policy and legal frameworks and procedures including:
 - data protection and confidentiality,
 - safeguarding children and young people and vulnerable adults,
 - health and safety,
 - equality and diversity,
 - domestic abuse.
- Attend and participate in clinical supervision sessions.
- Attend and participate in supervision and team meetings.
- Attend and participate in training opportunities as appropriate to maintain your professional knowledge and skills.

From time to time, the needs of clients may change and the key tasks and responsibilities may need to be reviewed in discussion and agreement with the post holder. The post holder must always comply with the Data Protection, Equality and Diversity, Health and Safety, Confidentiality and Safeguarding Policies of Respeito and partners.

Person Specification

The post holder should have a very good command of Portuguese and English, spoken and written, be committed to making a positive difference to people's lives, have relevant experience in working with families and individuals with a range of needs, and knowledge of domestic abuse and the needs of those who experience it.

1. Qualifications, Experience and Knowledge

- Educated to degree level or equivalent (A qualification in a relevant field such as Community Development, Social work, Domestic Abuse Advisor' Law or Psychology is desirable).
- At least two years' experience of working with disadvantaged individuals and families, paid or voluntary work.
- Experience in developing and delivering client centred services.
- Experience of providing advice on housing and welfare.



- Knowledge of working in partnership with external stakeholders and the third sector.
- Knowledge and understanding of domestic conflict, abuse and/or violence and its impact.

2. Skills and Abilities

- English and Portuguese to a professional level.
- Ability to build positive relationships with the community, families and individuals.
- Effective written and oral communication skills.
- Ability to negotiate positive outcomes for clients.
- Active listening skills.
- A positive, non-judgemental, empathetic and sensitive approach.
- A commitment to strengths-based and trauma-informed ways of working.
- Ability to remain calm under pressure and when dealing with challenging or confrontational behaviour.
- Ability to research, analyse and interpret complex information.
- Good Information Technology and Communication (ITC) skills.
- Good organisational and problem-solving skills.
- Ability to manage time and work independently as well as part of a team.
- Ability and willingness to travel to different locations across London.
- Effective networking and interpersonal skills.

How to Apply

Please apply by sending your CV and a cover letter for the email info@respeito.org.uk .

It is essential that your cover letter gives evidence or examples of your proven experience covering the person specification criteria.

Closing date for applications: **12pm Monday 17th June 2024**

Interviews dates: **20th-24th June 2024**

The post holder will need to have or will be requested to apply for an Enhanced Disclosure and Barring Service (DBS) check - paid by Respeito.

We will be as flexible as we possibly can be in terms of supporting staff to balance their work and their personal lives. This includes flexibility in terms of working hours, working pattern and/or work location.