



## **ASSIST Sheffield is recruiting a Client Support and Engagement Worker!**

**Job Title:** Client Support and Engagement Worker

**Responsible to:** Client Support Manager

**Hours:** Full Time (35 hours)

**Salary:** £22,932 - £24,879.40

**Holidays:** 27 days plus Bank Holidays

**Location:** Victoria Hall Methodist Church, Norfolk Street, Sheffield and at ASSIST accommodation across Sheffield

### **About the role**

ASSIST Sheffield provides vital support to people who are seeking sanctuary and have been made destitute by the UK's asylum system. We offer accommodation, casework, welfare support, and solidarity in a system that too often excludes and harms.

We are looking for a capable and committed Client Support and Engagement Worker to join our team. This role requires someone with strong organisational skills, a calm and thoughtful approach, and a deep understanding of the challenges faced by people with insecure immigration status.

You will work across our Client Support and Accommodation Teams, supporting clients with practical casework, supporting our new referrals process, and ensuring effective access to our welfare, interpreting, and accompanying support. You will also lead on the administrative coordination of the Accompanying Team, with some development responsibilities.

This is a varied role where no two days are the same — combining 1:1 work with clients, behind-the-scenes coordination, and collaborative working with volunteers and colleagues. You'll be supported to work in a trauma-informed, anti-oppressive way that centres client dignity and autonomy.

We're looking for someone who:

- Has experience working directly with vulnerable people in a support or advocacy setting
- Can manage multiple priorities and tasks with clarity and care
- Is confident in handling sensitive information and managing professional boundaries
- Has a good working knowledge of the asylum and migration system, or a willingness to learn
- Brings a commitment to justice, inclusion, and the values of ASSIST

**What we offer:**

- A supportive, purpose-driven team culture
- Weekly line management and regular external therapeutic supervision
- An Employee Assistance Programme and Healthcare Cash Plan
- Cycle to Work scheme
- 6% Employer contribution to our workplace pension scheme
- Ongoing training and professional development opportunities

Application Packs are available to download from our website:

[www.assistsheffield.org.uk](http://www.assistsheffield.org.uk)

Completed Application Forms should be sent to: [jobs@assistsheffield.org.uk](mailto:jobs@assistsheffield.org.uk)  
Please be aware that we will not accept CVs.

Deadline: **9am, Wednesday 28th May 2025**

Interview Date: **w/c 2nd June 2025**

Please be aware that we may ask candidates to attend a second interview date if the panel believes that more information would be beneficial to reaching a decision.

*We strongly encourage applications from people with lived experience of the asylum system or forced migration. ASSIST is committed to equity and inclusion and welcomes applicants from all backgrounds.*

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

*ASSIST Sheffield is a Charitable Incorporated Organisation, no: 1154862.*