



## **ASSIST Sheffield**

### **Client Support and Engagement Worker Job Description**

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

**Responsible to:** Client Support Manager (tbc)

**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 ASSIST accommodation across Sheffield

### **Job Purpose**

Situated within our Client Support team and working closely with our accommodation team, you'll play an important role in delivering ASSIST's holistic, person-centred support. Rooted in an ethos of solidarity, mutual care, and collective action, your work will focus on providing compassionate, trauma-informed support to people seeking sanctuary.

You will contribute directly to our mission to stand alongside those made destitute by the UK's asylum system, and to our vision of a future grounded in care, justice, and shared dignity.

Through advocacy-focused casework, you'll support clients in meeting immediate needs, understanding and asserting their rights, building confidence, and moving towards greater independence and community connection. You will work with clients, not for them — fostering choice, amplifying voice, and helping to shape a service led by those with lived experience.

You will:

- Manage a caseload of approximately 20 low to medium-need cases
- Support the administrative and delivery functions of the Client Support Service

- Support our new referrals process

## **Key Responsibilities**

### **1. Client Casework**

- Provide 1:1 trauma-informed advocacy & casework support to low and medium-need clients, using our three step support model - Stabilise, Future Planning and Move On
- Attend and deliver casework appointments during weekly Client Support Sessions (Tuesdays and Thursdays 9.15am-1.30pm)
- Deliver casework support in our houses and at satellite venues in neighbourhood locations
- Complete asylum support applications and monitor outcomes
- Carry out follow-up actions, including signposting to services, activities, and legal support
- Support clients to access welfare payments, travel, and essential provisions
- Work in a trauma-informed, anti-oppressive way at all times

### **4. Administrative Support**

- Manage the Welfare Phone and act as the first point of contact for client queries
- Diary management for client appointments, including interpreter booking
- Issue bus passes and welfare payments, ensuring accurate record-keeping, when needed
- Maintain rigorous client records on CiviCRM
- Handle client post and liaise appropriately with relevant parties
- Purchase refreshments for welfare sessions and liaise with donation providers
- Provide signposting information and maintain the noticeboard in the Client Support Rooms - working with our Admin & Support Officer

### **5. Referrals**

- Log new referrals to ASSIST onto the database
- Carry out basic initial checks and flag urgent safeguarding concerns
- Attend weekly new referrals meetings
- Attend our Help Desk sessions at the City of Sanctuary Drop in, on rotation, on Wednesday afternoons
- Book initial appointments and interpreter support for newly allocated clients

## **6. Welfare Sessions Support**

- Coordinate setup and take-down of weekly welfare sessions
- Record and monitor welfare payments collected, missed, or rescheduled
- Ensure provision of refreshments and donated items to clients

## **7. Team Collaboration**

- Attend bi-weekly Client Care meetings and essential team meetings
- Provide feedback to improve service delivery and client experience
- Collaborate closely with the Accommodation Team to ensure integrated support

## **8. Other Duties**

- Attend regular staff meetings and training sessions
- Support service development initiatives
- Carry out any other duties commensurate with the role, which may include overseeing volunteer teams if the need arises

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