

JOB DESCRIPTION – Client engagement officer

Reporting to Community & Development Innovations Manager

Salary £25,250

Location Twickenham, South West London

Hours 37.5 hrs. per week, Mon-Fri

ABOUT US

We are SPEAR, a charity dedicated to helping homeless people across five South West London boroughs to find secure accommodation and work towards a positive future. For over 35 years, we've worked tirelessly to support homeless people to recover from their personal issues and break down the barriers that they face. We recognise that homelessness is much more than just a housing issue, so we provide a range of accommodation and support services to help people reach their full potential.

PURPOSE OF JOB

Responsible for the delivery of the Peer Mentoring programme and the coordination of Client Service Involvement Groups across SPEAR. This role will develop and manage the facilitation of Peer Mentors: monitoring the progress of the Peer Mentoring qualification and working with external providers to support and engage Peer Mentors and oversee their day to day progression and training needs.

This post will also create and develop client service involvement across the organisation, working to develop a panel of client representatives that can feedback and help the Organisation develop user-led services and wider SPEAR policies. The role is part of the Community Development and Innovations team at SPEAR that ensures our clients move towards independence and pathways to employment through teaching new skills, digital training, offering accreditation and tailored services for young people. The role will require working with colleagues of different levels from Senior Management to trainees across the Organisation, to host client meetings and organise client activities.. This is an exciting opportunity to work on an innovative project with great potential for personal and career development.

DUTIES

Service Delivery

- To create a platform for clients to be able to express their views and for the Organisation to develop its services with the inclusion of the views of SPEAR clients.
- To be responsible for the delivery of a Peer Mentor service that supports clients to gain an accredited Peer Mentoring qualification.
- Work with SPEAR to organise client involvement forums and consultation events throughout the year, including the annual client survey and the client Christmas party.
- Support client voices to explore the views of SPEAR clients in the development of the SPEAR's services.
- To promote inclusivity, including digital skills and access for clients across SPEAR.

- To arrange training for Peer Mentors and ensure attendance to completion of their qualification.
- Work with SPEAR keyworkers to ensure, to the highest level possible, stability in the Peer Mentor or other client volunteers' lives.
- To attract and recruit potential Peer Mentors, ensuring that the project would benefit them and they are capable of engaging with it.
- Be responsible for the arrangement and recording of Peer Mentor meetings.
- To be flexible and to provide support for colleagues to ensure the views of clients are heard.
- To supervise and support volunteers as required, including Peer Mentors.
- To facilitate and run Client Service Involvement Groups across the organisation and feedback to the Community Development and Innovations Manager.
- Be responsible for the sharing of relevant information with staff team.
- To assist in review and development of Client Service Involvement and Peer Mentoring policies and planning.
- To facilitate the annual client conference and survey.
- To work with the Community Development and Innovations Team to promote digital inclusivity across the organisation for all SPEAR clients.

Resource Management

- To be responsible for the promotion of the service to staff and clients and the organisation, working with team leaders to create a portfolio of clients that want to be involved in shaping the services that are delivered to support them.
- Managing and supporting Peer Mentors to engage with a Peer Mentor accreditation, giving them support and guidance on completing the accreditation and supporting during the process.

Casework Management

- To work with client representatives and Peer Mentors to feedback information for service improvement and to embed client involvement across the organisation, this role will be required to hold a caseload of Peer Mentors and clients that volunteer as active members of Client Service Involvement Groups.
- Create and manage effective professional relationships with local authority staff and other external agencies SPEAR works in partnership with.
- Ensure up-to-date knowledge on the homelessness, user involvement in order to provide specialist support, guidance and advice.
- Maintain a working knowledge of available resources for clients, signposting and referring as necessary.
- Be responsible for the effective utilisation of resources available.
- Lead on regular reviews of Peer Mentor cases – alongside partner agencies and other SPEAR services.
- Work with keyworkers across the services, to support clients seeking support in their involvement in the organisation or their care and support working with staff to identify any issues that's clients may face and work towards individual goals, ensuring an integrated approach across the organisation towards support and care for individuals.
- Develop positive working relationships with clients in order to facilitate the best possible outcomes for client involvement, helping the organisation to address issues of social isolation and exclusion.
- Complete the required data entry onto the case management system and ensure that other records of work undertaken are maintained as required to enable the performance management of the service.

Organisational Responsibilities

- To be responsible for contributing to the running of SPEAR's integrated services for homeless people.
- Contribute to regular team meetings.

- Participate in staff management and support systems in line with SPEAR's policies and procedures.
- Maintain a safe and appropriate physical environment for staff and service users, in line with SPEAR's Health and Safety Policy.
- Liaise and work with all internal stakeholders to deliver an effective SPEAR wide service
- Undertake other duties as your line manager should require in keeping with the responsibility of the post.

Person Specification

- Personal experience of homelessness, rough sleeping, mental ill health or substance misuse.
- Understanding of the causes of homelessness and the pathways out of homelessness.
- The ability to work with people who may display challenging behaviour and/or be willing to be trained in this area.
- Some experience of working with homeless people or rough sleepers, including working with statutory agencies in a voluntary capacity.
- The ability to recruit client representatives and Peer Mentors in order to secure the views of services users within the organisation and to develop client involvement as part of strategy to include the views of clients in future service developments.
- An ability to represent SPEAR appropriately at all times, work professionally with external agencies and to promote a service to a wide range of audiences.
- Basic administrative, recording and reporting skills, and a willingness to learn new skills in this area of work.
- Some IT skills, including word processing, spreadsheets, databases and email, and the ability to learn how to use new IT applications and processes.
- An understanding of and commitment to confidentiality, GDPR and professional boundaries.
- An understanding of equal opportunities and how it can be applied within SPEAR.
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally.
- Effective time and workload management.