

## Job Description

Job Title:	Client Development Officer
Based at:	Restart Offices
Hours:	35 hours per week (this post does involve some flexible working)
Salary:	£22,000 – Five Year fixed term contract
Responsible to:	Restart Manager
Responsible for:	Developing client skills and opportunities
Recruitment:	This post is subject to a satisfactory DSB check

### Summary of Duties

- A. To develop and deliver a menu of opportunities for clients to develop their skills and confidence including 1-1 or group work activities
- B. To identify a menu of opportunities for clients to enhance their life skills by negotiating with local training providers and partner organisations
- C. To monitor and evaluate the effectiveness of the project, including feedback from volunteers, clients and partner agencies

### Main Duties

1. In response to the individual needs of clients, plan, implement and delivery 1:1 or group work activities. You will flexibly adapt your working style and time to ensure that all clients requiring assistance are supported as and when required
2. To provide support by talking to clients and identifying possible solutions to support their need including the development of Individual Learning Plans for all clients to address the barriers and behaviours that are preventing them from moving forward
3. Motivate clients to engage with internal and external development services, liaising with the Support Team who you will accompany them to and from appointments advocating on their behalf to ensure they received the correct levels of support
4. Source and access community groups, activities and events to meet the needs of clients enabling them to build support networks in their local area
5. To recruit, support and co-ordinate a team of external Volunteer Mentors to enhance the learning and development of clients
6. Supporting a one team approach you will work co-operatively with colleagues and agencies attending regular internal and external meetings to ensure clients are kept at the heart of the service delivery
7. To identify any evident risk or safeguarding issues whilst carrying out your duties and respond appropriately in line with relevant Saltbox policies ensuring any incidents are recorded and reported appropriately
8. To ensure that client achievements are well documented and can be evidenced as part of their achievement portfolio
9. To develop and implement support and training mechanisms for client
10. To develop training, volunteering and employability opportunities from partnering organisations, businesses and within Saltbox
11. To ensure that and maintain up-to-date records as required and assist with the production and summary of statistics, monitoring and evaluation of the service
12. To adhere to the policies and procedure as specified by the Saltbox Trustees

13. To undertake such other duties as may be required by the Management and Trustees which are commensurate with the position

**Client Development Officer  
Personal Specification**

<b>Requirements</b>		<b>Essential</b>	<b>Desirable</b>
<b>Skills / Knowledge / Experience</b>	Demonstrate good communication skills	√	
	At least 2 year's previous experience working in a position securing employment and training opportunities for severely disadvantaged individuals, in particular those with a history of <ul style="list-style-type: none"> <li>• Offending or at risk of offending</li> <li>• Homeless</li> </ul>	√	
	Knowledge and experience of delivering 1:1 and or group work facilitation activities to clients	√	
	Experience and understanding of supporting vulnerable/complex clients	√	
	Experience of working with/ co-ordinating volunteers and or peer mentors	√	
	Awareness of risk assessment and management of activities	√	
	Experience in engaging employers and businesses	√	
	Posses excellent organisational, administrative and monitoring skills	√	
	Excellent time management skills and the ability to work to tight deadlines	√	
	Posses a knowledge and understanding of services provided by agencies within local communities	√	
	Negotiating and influencing skills	√	
	<b>Personal Qualities</b>	Commitment to providing an excellent customer service with high standards of quality	√
Flexible and innovative approach and attitude to problem solving		√	
Ability to build successful, productive business relationships both internal and external		√	
The ability to get on well with others at all levels		√	
Good level of IT skills		√	
Self motivated and able to work under own initiative as well as within a team		√	
Willingness to work flexibly within a developing environment with a 'can do' attitude		√	
Ability to work under pressure		√	
Demonstrate understanding of enthusiasm to help build and be part of a growing organisation		√	