

## **Emmanuel Compassion Job Description**

### **Client Support Advisor role**

The Emmanuel compassion team seeks to implement the vision of Emmanuel Church, 'to help write the story of Craigavon, Ireland and the Nations with the Good news of the Kingdom of God'. We provide welcoming community spaces, resources and supportive programmes so that we can journey with people through the ups and downs of life. Our compassion ministry is provided in a context of a life giving community, centred around the person of Jesus Christ and demonstrating God's love in action.

We are seeking to recruit a Client Support Advisor who will be focused on journeying alongside people through their challenging circumstances. This role is focused on providing clear pathways of support which will lead to positive and measurable outcomes, empowering our clients to thrive in life.

The primary environment for this role will be our Freedom Foods Pantry, which is a social supermarket designed to meet the practical needs of people who are struggling to make ends meet. This highly relational and empowering project acts as a catalyst for learning new skills and creating the stability that a person needs to move forward in their life.

Mobilising volunteer teams is key to the delivery of all of our compassion environments. The successful candidate will play an active role in recruiting volunteers and providing ongoing support, training and guidance that will enable our vision to be achieved.

#### **Role Specifications**

Job Title:	Client Support Advisor
Reports to:	Compassion Manager
Duration:	Permanent
Hours:	28 - 35 hrs per week*
Salary:	£27, 600 per annum (pro rata, if not full time)
Location:	The delivery of the role will be split between Emmanuel Portadown Church, 38 Meadow Lane, Portadown, BT62 3NH and Emmanuel Lurgan Church, 23a Castle Lane, Lurgan BT67 9BD
Annual Holiday	33 days, inclusive of bank/public holidays (pro-rated for part-time staff)
Benefits	4% Employer Pension contributions; Private Health cover for eligible staff; Life Assurance/ Death In service policy; Access to counselling & support services; Generous sick leave & other HR policies
Probation Period	6 months
Date of job description:	August 2025

*\*Hours to be agreed with successful candidate, depending on flexibility required. It is expected that the delivery of the role will include a Tuesday or Thursday evening each week and every Friday morning. Flexibility will also be required to attend other evening and weekend events throughout the year.*

## **Main Responsibilities**

The following list gives an outline of the main responsibilities and duties attached to the post. Priorities and activities may vary from time to time:

### **Activities**

- As part of the Compassion Team, play a key role in co-ordinating and delivering the development of programmes which align with the church's vision, mission and values.
- To take lead responsibility for the delivery of Freedom Foods Pantry sessions across Lurgan & Portadown and attend sessions on a rota basis to ensure relationships are maintained for one to one support.
- To undertake initial needs assessments of clients: to deliver a person-centred approach, caring for and restoring hope and dignity to our service users.
- Work alongside the Compassion Manager to develop processes which map out a clear pathway, from initial diagnostic meetings to setting out a specific pathway of support, which is tailored to the client's goals and priorities. This pathway will include elements of physical, mental, social and spiritual wellbeing to best meet their needs to promote growth and positive change.
- To pray with clients and service users, as appropriate, to demonstrate God's love in action and to be prepared to give an account of the hope that we have in Jesus Christ who comforts and heals the broken hearted and gives life in all its fulness.
- To represent Emmanuel church to clients and also in strategic networks/ forums, as required
- Work alongside the Compassion Manager, to support the design, development and embedding of a new Compassion CRM system that improves person centred working, goal planning through tailored support plans that promote a positive client experience and maps the journey travelled.
- To understand client life experiences and life choices and provide emotional support to empower and motivate change, growth and opportunity.
- To review and implement appropriate safe-guarding for service users, clients and volunteers.
- To work alongside the Compassion team to identify broader areas of need and organise/ lead programmes that deliver set outcomes, in response to identified needs, including accredited and unaccredited courses.
- To raise awareness and 'signpost' clients and support users to other church events, programmes (including Alpha) and Sunday morning services to provide support, promote growth and positive change.
- To provide administration support to ensure the effective and efficient delivery of Compassion ministry, including data entry of current spreadsheets, CRM system (Your Local Pantry) and adherence to safeguarding procedures.

### **Working with Others**

- Working closely with the Compassion Manager and as a key member of the Compassion Team.
- Recruit, inspire and equip volunteer teams to effectively deliver Freedom Foods Pantry, and other Compassion ministries, as required.
- Provide practical and Christian pastoral support to volunteers, the majority who attend Emmanuel church.
- Work with the wider Emmanuel staff team to ensure integration and good communication between the wider church family.
- Fully participate in the Compassion team and wider staff meetings where prayer and Christian worship are a core part of the meetings.
- To liaise with key partners (statutory agencies, Community and Voluntary Sector) in the delivery of their specific services to clients as part of each care path.

### **Accountability & Reporting**

- Attend and actively contribute to 1:1 meetings with Compassion Manager, weekly compassion ministry and general staff team meetings.
- Work alongside Compassion Manager to provide verbal and written reports to Senior Leadership Team, Elders and Board Directors in a timely manner.
- Help develop and work within agreed budgets.
- Adhere to all Emmanuel Church Policies and Procedures.
- To undergo regular relevant training as identified with your line manager to keep skills and knowledge up to date.
- Any other duties as reasonably assigned by your line manager.

The detail of this role description is regularly reviewed to facilitate the developing needs of the Church and to ensure that agreed strategic aims and outcomes are delivered.

## Personnel Specification

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 x GCSEs (or equivalent) at Grade C or above</li> <li>• Full driving licence and access to private transport on appointment (with business insurance cover)</li> </ul>	<ul style="list-style-type: none"> <li>• Qualification in a discipline relevant to the role (eg: Social work; Health or Social care/ Community disciplines)</li> </ul>
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>• A minimum of 2 years' experience, in either a paid or voluntary capacity, working with and providing support to vulnerable people, in a similar role</li> <li>• Experience of motivational work with one to one and/or group work</li> <li>• Proven applied knowledge of a range of social issues and how they impact individuals, relationships, family and community e.g. poverty, substance misuse / addiction issues, mental and emotional health issues.</li> <li>• Proven experience of working with external agencies and partners, and ability to represent the needs of the client as necessary in a professional manner.</li> <li>• Experience of working with a diverse range of people from different community and/or ethnic backgrounds</li> <li>• Experience of working collaboratively on a team to meet agreed outcomes</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in developing pathways or similar systems for the wellbeing of people with complex needs.</li> <li>• Experience in developing &amp; delivering outcome focused programmes</li> <li>• Experience of evaluating projects and services and reporting on outcomes achieved</li> <li>• Experience in leadership / project management / lead contact for project or programmes.</li> <li>• Experience in delivery of effective safeguarding practice</li> <li>• Experience in managing budgets</li> <li>• Experience in volunteer coordination, development &amp; training, providing supervision, in service provision.</li> <li>• Experience in providing pastoral care to volunteers</li> </ul>

	<ul style="list-style-type: none"> <li>• Understanding of systems/process/outcomes and how to maintain, develop and implement them.</li> <li>• Experience of giving an account of the hope that we have in Jesus Christ, as the reason that compels our compassion vision and ministry</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in handling sensitive and confidential information and the storage of data in line with GDPR</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent IT skills (MS Office, Google Docs, Google Drive etc)and experience with data input/ recording systems</li> <li>• Leadership skills which effectively inspire, equip and lead others to deliver agreed services</li> <li>• Able to work on own initiative</li> <li>• Excellent organisational &amp; planning skills</li> <li>• Excellent written and oral communication skills</li> <li>• Excellent interpersonal skills</li> </ul>	<ul style="list-style-type: none"> <li>• Skilled in leading groups</li> <li>• Conflict management skills</li> <li>• Online communication skills, including social media, to support promotion of services</li> </ul>
<b>Personal / character</b>	<ul style="list-style-type: none"> <li>• Commitment to the vision and values of Emmanuel Church.</li> <li>• Demonstration of faith in Jesus, including willingness and ability to communicate your own story of your faith journey</li> <li>• Be able to offer prayer to service users, as appropriate, and actively participate in prayer and worship, whether individual, small group or corporate</li> </ul>	

<b>Personal / character</b>	<ul style="list-style-type: none"> <li>• Willingness to participate in practical mental health and wellbeing activities alongside clients, colleagues and volunteers</li> <li>• Relational and a Team Player</li> <li>• Approachable and able to demonstrate empathy and sensitivity to others</li> <li>• Self-motivated and able to see needs and opportunities and respond as necessary</li> <li>• Must be eligible to work in UK</li> </ul>	
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*No applicant will be shortlisted for interview unless the application form clearly demonstrates that they meet **all** the essential criteria. Emmanuel Church reserves the right to shortlist applicants for interview based on the essential criteria only or on the essential and desirable criteria.*

#### **Additional Information:**

This position requires evening and weekend work.

There is an occupational requirement for the successful candidate to be a practicing Christian and be able to agree with and support the Emmanuel Church Basis of Faith.

Due to the main responsibilities of this role, it is expected that the person appointed will become, or will already be, a member of Emmanuel Portadown or Lurgan church.

#### **Safeguarding**

Emmanuel Church has a zero-tolerance approach to anyone who harms people in our church, our partners or the communities we work with, or who puts anyone – and especially vulnerable adults and children – at risk of abuse, harm or exploitation. All staff members and volunteers must ensure that their behaviour allows children, young people and adults to live free from harm, abuse, harassment, bullying or exploitation. This role will be subject to a criminal records check.

You can find more information about Emmanuel Church on our websites  
<https://www.emmanuel-portadown.co.uk/>; <https://www.emmanuel-church.co.uk/>

If you would like to apply for this role, please submit the application form to [joanne@emmanuel-church.co.uk](mailto:joanne@emmanuel-church.co.uk) by **Friday 12<sup>th</sup> September at 12 noon**. Applications received after this date will not be considered. Interviews are scheduled to occur on **Monday 29<sup>th</sup> September, 2025**.