



Support Worker Recruitment Pack

July 2025

boaztrust

A letter from the Head of Support Services

Thank you for your interest in our Support Worker role. I hope that this pack will give you all the information that you need to help you decide whether this might be the right role for you.

The Boaz Trust is a Manchester-based charity founded in 2004 by Dave Smith as an outworking of his Christian faith, reflecting his desire to see some of the most marginalised people in our communities access safety, justice, hospitality and kindness.

As a provider of shared accommodation and specialist support for refugees and people seeking asylum, the Boaz Trust has grown significantly since 2004. Last year we provided trauma-informed and person-centred support for more than 600 people facing homelessness after seeking safety in the UK through our outreach support services and properties we manage.

The Support Worker will work with women who have been refused asylum and are living in Boaz Trust accommodation (shared housing). As well as providing 1:1 trauma-informed tailored support, this role will also provide practical housing support in Boaz shared houses to make sure our properties are safe and welcoming places to live.

We are looking for someone to join our team who is committed to working holistically with women who have been refused asylum, can build supportive relationships with people from a range of backgrounds, and who enjoys delivering practical support in an accommodation-based setting. If this sounds like it might be you, please read on – we can't wait to hear from you!

We have tried to make this application pack and recruitment process as clear and transparent as possible, but if you have any questions about this role, please do get in touch by emailing jobs@boaztrust.org.uk

With kind regards,

Katie Lifford
Head of Support Services

If you require this pack in another format please contact us. Likewise, if you require any reasonable adjustments during the recruitment process please make us aware of these as soon as possible.

We take our commitment to your privacy & dignity seriously and will handle your data in line with our Privacy Policy and Job Applicant Privacy Notice, both of which can be found on our website.

The role

The Support Worker is a vital member of our frontline team, helping us to meet our organisational objective to 'provide a local, compassionate infrastructure supporting people seeking sanctuary who become destitute.' We currently have six shared houses (22 bed spaces) for people who have been refused asylum, and we hope to increase this number in the months ahead.

The successful applicant will be responsible for providing 1:1, holistic and trauma informed support for initially up to 10 women who have been refused asylum and who are living in Boaz Trust accommodation, usually for a period of approximately 12 months. This role includes supporting women to access basic essentials, specialist services, and opportunities to improve their health and wellbeing, including an involvement in the delivery of an ongoing wellbeing programme (Boaz Life) for people in Boaz accommodation. This role will also support women in Boaz to engage with legal advice so that they understand their current legal situation, and to hopefully move towards a resolution of the situation that led to their homelessness. As we look to increase our accommodation over the coming months, the number of people supported by this role will also increase.

As well as being responsible for a caseload of women living in Boaz housing, this role will also deliver practical housing support in all of our properties for people who have been refused asylum (men and women). This will include cleaning and preparing rooms for new people to move in to, facilitating monthly house meetings and supporting people to keep the houses in a good condition, and delivering monthly cleaning supplies to the houses.

We are looking for someone empathetic, with high emotional intelligence and who can work in a trauma-informed way. This post requires someone with great communication skills, and a good understanding of the asylum process in the UK, as well as an understanding of the range of backgrounds and experiences that people seeking asylum will have come from.

The successful candidate will have excellent time management skills and will be able to make effective use of their time as they provide face to face support and house visits, as well as completing case notes and other required documentation, whilst being flexible enough to accommodate changes in plans and priorities.

Diversity, equity and inclusion are important to us at Boaz and we are working to improve in these areas across the organisation. We welcome applications from people of all backgrounds. We particularly encourage applications from people who are from Black, Asian and other minority ethnic backgrounds, who are currently under-represented at Boaz. We also strongly encourage applications from people who have lived experience of migration and / or the asylum process.

Working at Boaz

Our purpose, vision & mission

Our **vision** is that people who seek safety in the UK are welcomed here and are free to live life in all its fullness.

Our **mission** is:

- to provide accommodation and support for people seeking sanctuary in Greater Manchester and the surrounding areas.
- to use what we learn through our work to challenge and change the unjust systems that cause destitution, both locally and nationally.

Our organisational values

The values which define how we seek to work as an organisation are:

Christ-centred (rooted in the teachings of Jesus Christ, we seek to serve those who society sees as the least, the last and the lost)

Excellence (we strive for professional excellence with integrity in all our working practices)

Empowering others (we want to see the people we work with, including clients, volunteers, staff and supporters, equipped and released to discover meaning and purpose in their lives.)

Restless for justice (we shine a light on injustice, especially where people seeking sanctuary are treated unfairly and we will fight to see change happen)

Servant-hearted (we adopt an attitude of service within the organisation and beyond, putting the needs of others before our own)

Generous (we extend a welcome to all we meet, sharing hospitality, kindness and love, and treating everyone with dignity, regardless of their background)

Our competencies

Our values underpin our competency framework as a whole, showing what we should see and experience when these values are lived out:

Valuing people: Seeing and affirming the dignity and worth of all those we encounter with generosity and genuine respect and compassion.

Team orientated: Valuing being part of a team, working sensitively and collaboratively in support of our individual and shared responsibilities.

Working strategically: Taking smart approaches to all aspects of our working life to increase the effectiveness, flexibility and sustainability of our individual work and the wider work of Boaz.

Prizing thriving: Learning how we can support our health in all senses to flourish in life and navigate the hard times more effectively, supporting others to do the same.

Championing Boaz & the vision: Acting as a representative of Boaz and our clients in our 'external world' to increase awareness and support, and to seek positive change.

Focused on growth: Recognising that development is an ongoing state by taking responsibility for our own individual growth and supporting the wider growth of the team.

Seeking excellence: Being motivated and enthusiastic to see all aspects of Boaz life improved, both in our individual work and also wherever we have influence and can support others and the organisation to be better.

How to apply

Please email your CV along with a cover letter to Katie Lifford, Head of Support Services, to jobs@boaztrust.org.uk

Your covering letter should be no more than two pages and tailored to the Person Specification. Please use this letter to tell us why you think you would be the right person for the job, and how your skills, experience and personal qualities meet the essential criteria. Your covering letter will be used as a key part of our shortlisting process.

Please also be sure to include the following information (if it isn't already included in your CV): details of your current salary and notice period (if employed) and the names and contact details of two referees, one of which should be your current or most recent line manager.

We are proud to be a member of the Experts by Experience Employment Initiative (www.ebeemployment.org.uk), which aims to increase representation of people with lived experience of the UK immigration and asylum system in the charitable sector. Please feel free to use information and resources at: <https://www.ebeemployment.org.uk/ebe> which may help in preparing your job application.

Note: You must have permission to work in the UK and we will ask about any criminal convictions (though disclosure will not automatically lead to the withdrawal of any job offer) and take up a basic DBS check on the successful applicant.

Important dates

Deadline for applications:

9am, Monday 1st September 2025

Panel interview (in person at the Boaz office):

Tuesday 9th and Wednesday 10th September 2025



Job description

Job title:	Support Worker
Location:	Boaz Trust, Kath Locke Centre, 123 Moss Lane East, Manchester M15 5DD. This role will also require off site work at Boaz houses, out with people supported by Boaz, with some working from home if preferred.
Salary:	£26,812 gross per annum (Band E, Point 10)
Hours of work:	37.5 hours per week (1.0 FTE), worked from Monday - Friday usually 8.30am-4.30pm.
Holidays:	25 days per annum rata, plus statutory/bank holidays
Benefits:	Employer contribution of 6% gross salary into pension scheme
Responsible to:	Lead Support Worker
Contract length:	Permanent
Probation period:	3 months

Main purpose of the role:

In accordance with the Christian ethos and values of the Boaz Trust, the Support Worker is responsible for providing support for people who have been refused asylum and living in Boaz accommodation:

- To provide practical and emotional support to people (primarily women) who have had their asylum claims refused, and who are living in Boaz accommodation. Supporting them from their initial point of contact through their 12 months with Boaz, until the time when they move on.
- To ensure that people accommodated by Boaz Trust have access to services enabling them to meet their basic needs as well as supporting them to access further health, legal and specialist services as appropriate.
- To provide housing Support in all of our properties for people who have been refused asylum (men and women). This will include cleaning and preparing rooms for new people to move into, facilitating monthly house meetings and supporting people to keep the houses in a good condition, and delivering monthly cleaning supplies to the houses.
- To play a supportive and collaborative role working alongside the wider staff team.

Specific duties and responsibilities

- To provide practical, emotional and advocacy support for people (primarily women) on a one to one basis through regular review meetings as well as ad hoc appointments.
- To maintain and update database records in a timely way, ensuring confidentiality and accuracy.
- To ensure that people feel safe and comfortable in their Boaz accommodation, and be able to take prompt and appropriate action to address any issues that arise.
- To hold monthly house meetings in all houses for people who have been refused asylum (men and women) and offer support to ensure the houses are kept to a good standard, and provide practical support where issues arise.
- To deliver monthly cleaning supplies to all houses for people who have been refused asylum (men and women).
- To support the delivery of an ongoing wellbeing programme (Boaz Life) for people in Boaz accommodation so that they can build their self-esteem and develop their own abilities and skills.
- To work alongside the Lead Support Worker in the ongoing management of the waiting list including meeting people who have been referred, and providing practical help when new people move in to Boaz accommodation by cleaning and preparing rooms.
- To manage the process for people as they prepare to move on from Boaz. This will include working with people to identify and access alternative sources of accommodation and support, helping make practical arrangements to move out, and ensuring that written records are appropriately completed and archived.
- To develop and maintain positive relationships with other organisations (local and national, statutory and voluntary).
- To work collaboratively and communicate effectively with other frontline staff (in particular the support team, Head of Support Services, and Housing Officer) to ensure past, present and potential asylum seeking and refugee clients are dealt with professionally and appropriately.

Role and responsibilities within the daily life and working of the wider team:

- To be committed to and supportive of the Boaz Trust's values and purpose.
- To participate in the life of the team, which may include daily prayer meetings, team away days and other times of team reflection, planning and development where appropriate.
- To work collaboratively and communicate effectively with other Boaz staff and volunteers.
- To comply with Boaz Trust policies and procedures.
- To represent Boaz well, in order to increase awareness and support, and to build positive and productive relationships with partners, organisations, churches and others.

Specific requirements:

In addition to formal, paid work experience, we recognise the great value of lived experience and voluntary activities. For example, your personal lived experience of the asylum or immigration system can be as valuable for this job as any other experience.

The post-holder will ideally have their own transport to use in carrying out some of the job duties above (mileage will be refunded).

Note: This role description is not intended to be an exhaustive list, and it is expected that you will be flexible and willing to participate in duties which are broadly in line with the above responsibilities. This job description does not form part of the employment contract and we reserve the right to review it with the post-holder as necessary.



Person specification

Specification

Essential

Desirable

Proven experience

Working with people seeking asylum in a paid or voluntary capacity, providing 1:1 advice (or demonstrably transferable experience gained in the wider homeless sector).

Effective team-working, maintaining supportive relationships and contributing positively to team formation and function.

Independent working, using appropriate levels of judgement and initiative.

Personal, lived experience of forced migration or navigating the UK asylum and immigration system.

Working in a small charity.

Working with / facilitating groups of people.

Working with interpreters.

Skills and abilities

Confident, accurate and sensitive spoken and written communication skills with a range of audiences: people from different cultures and backgrounds, partner agencies, colleagues etc.

Empowering, participatory, and person-centred approach, with an awareness of the impact of trauma.

Good time management and ability to manage and prioritise own workload.

Proficient in the use of IT (Microsoft Word, email, digitally recording notes on databases and the internet etc.).

Problem solving approach to work.

Understanding of healthy working practices and ability and willingness to use available support systems (e.g. supervision, training).

Ability to speak another language from within the refugee community (i.e. Amharic, Arabic, Farsi, Tigrinya etc.).

Understanding of asylum issues in the UK.

Understanding of the local refugee sector.

Person specification (continued)

Specification	Essential	Desirable
Attributes	<p>Positive 'can-do' attitude.</p> <p>Empathetic and patient approach when working with people from different backgrounds.</p> <p>High emotional intelligence, including awareness of power dynamics in role, and working in a culturally competent way.</p> <p>Calm yet appropriately assertive under pressure.</p> <p>To take pride and have a professional approach in your work.</p> <p>An open and accepting approach to all, regardless of religion, ethnicity, disability, age, gender or sexuality.</p> <p>Entirely empathetic with the Christian values and aims of the Trust.</p>	<p>Practising Christian.</p>
Additional requirements	<p>Willingness to occasionally work outside office hours.</p> <p>Willingness to work flexibly - showing a willingness to support team members in different areas of our work.</p> <p>Own car or willingness to travel on public transport across Greater Manchester.</p>	<p>Driving license.</p>



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The Boaz Trust
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