Job Description

Job Title:	**Client Engagement & Progression Support Worker**		
Employment Status:	Permanent	**Hours of Work:**	37 ½ Hour's p/w, 8am – 4pm, Mon – Fri.
Holiday Entitlement:	23 Days + Bank Holidays Pro Rata		
Remuneration:	£29,200 p/a		
Employer Pension Contributions:	5%		
Location:	The Porch, Magdalen Road, Oxford		
Applications	**C.V. and Covering Letter to: Kizzie@theporch.org.uk**		
Closing Date:	**Tuesday 7th July 2026, 12 noon**		

About The Porch:

The Porch (Established 1985) is a Queens Award Charity that has been delivering vital services to vulnerable adults in East Oxford for over 35 years. The Porch is a small organization with big ambitions on positive outcomes for its members (service users). This is a challenging role for individuals who are interested in helping others to bring about positive life changes.

The Porch Day Centre provides essential support and services to vulnerable and homeless individuals in the local community. It offers a safe and welcoming environment where those in need can access various resources and assistance. Some of the services we provide at the Porch include:

1. Meals: Providing hot meals and snacks to those in need.
2. Showers and Laundry: Access to shower facilities and laundry services for personal hygiene.
3. Clothing and Toiletries: Distribution of donated clothes and toiletries.
4. Social Support: A place where individuals can connect with others and find a sense of community.
5. Information and Advice: Offering guidance on housing options, healthcare, and other support services available in the community.
6. Educational and Vocational Support: Providing opportunities for skill development and job training.
7. Health Services: Sometimes, basic medical check-ups or consultations are offered.

Main purpose of job:

Reporting to The Porch Service Manager, the post holder will be responsible for supporting the effective establishment and successful delivery of the project outcomes, including:

- Managing a caseload of active members under the direction and guidance of the Service manager, offering dedicated support in tackling their obstacles and help sustain their progression.
- Providing and responding to the varitey of support needs of the Charity service users i.e. housing, addiction, mental and/or physical care, education, employment, financial adovcacy.

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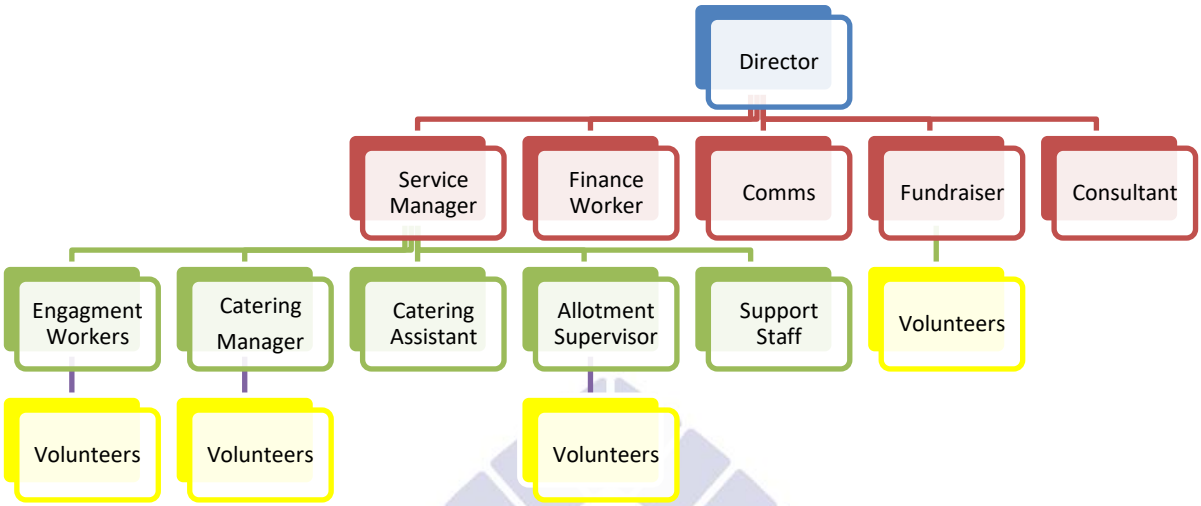
Organisational Structure



Main Areas of Responsibility:

The role of a Client Engangement and Progression Coordinator is to ensure the safe and effective delivery of The Porch's core services. This includes:

- Delivering high-quality care and support in line with The Porch's policies and procedures.
- Providing respectful communication and service to clients, maintaining positive client satisfaction.
- Encouraging client engagement in The Porch and other supporting services, ensuring they are aware of opportunities for participation.
- Collaborating with partner agencies to deliver homelessness support, tenancy support, and services related to drug and alcohol recovery, mental health, and physical well-being.
- Providing basic first aid as required.
- Maintaining hygiene standards throughout the building.
- Assessing and managing risks for individuals and the service, reporting concerns to the Service Manager in accordance with policies and procedures.
- Managing challenging situations in line with procedures to ensure the safety of clients, staff, and yourself.
- Upholding and promoting The Porch's Equal Opportunities Policy in all aspects of the role.
- Contributing to The Porch's public image by assisting with publicity, website content, literature, and promotional materials, including writing articles for newsletters and delivering talks.
- Representing The Porch at interagency meetings as required.
- Adapting flexibly to the evolving needs of the charity.
- Working with the Service Manager and colleagues to achieve contractual performance targets and organizational objectives.
- Ensuring support plans and risk management plans are documented and agreed upon with clients, in

accordance with procedures.

- Reporting any safeguarding concerns immediately to the Service Manager, following organizational procedures.
- Taking the lead on specific areas of work within the project.
- Assisting with the induction and ongoing support of new team members, including student placements and volunteers.
- Preparing and cooking meals as needed.
- Maintaining a safe, clean, and welcoming environment.
- Undertaking additional duties as required to support the efficient operation of The Porch, including reception work, cleaning, and cooking, while ensuring daily operational procedures are followed.

Other responsibilities:

As part of The Porch team, a commitment to cross-organizational collaboration is essential. Additional responsibilities include:

- Managing specific projects and services as directed.
- Overseeing the maintenance and recording of fire equipment, alarms, and related reports.
- Managing first aid provisions.
- Undertake any other appropriate responsibilities that may arise and anything else commensurate with your role and level of responsibility, that from time to time, may be deemed necessary by the Service Manager and/or the Director.

Safeguarding statement:

The Porch is committed to safeguarding all vulnerable adults, children and young people that come into contact with our services. We believe that all vulnerable adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount.

We will take every reasonable step to ensure that vulnerable adults, children and young people are protected where our staff and other colleagues are involved in the delivery of our work. All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately.

We expect everyone (staff, board, associates, volunteers and anyone working on behalf of the Charity) to have read, understood and adhere to this policy and related procedures.

Please note: we will be assessing applications as they are submitted and may close this role should we find sufficient applicants with which to make our shortlist. As such, we would advise applying as soon as possible to avoid disappointment.

Application to be emailed to: **Kizzie@theporch.org.uk,**

Tuesday 7th July 2026, 12 noon.

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Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview)
Knowledge, Experience, Qualifications, Professional Memberships & Training	• An understanding of the needs of homeless people • An understanding of the needs of individuals with complex needs • Experience of working with people experiencing multiple disadvantages	• Experience of working with people in recovery from alcohol and substance use. • Understanding of trauma informed care. • Understanding of the ways in which addiction operates. • Understanding of the cycle of change.	A, I
Communication, Engagement & Relationships	• Able to appropriately build relationships to gain the cooperation of relevant stakeholders (including residents, senior and peer colleagues, other professionals) • Open attitude to change and ability to facilitate, enable and encourage the engagement of others • Modifies own style and approach in order to achieve goals and effectiveness • Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision • Displays self-awareness and integrity in all relationships • Ability to make quick and effective decisions • Excited by and passionate about delivering impact for people experiencing	• Demonstrable ability to communicate complex and sensitive information in an understandable form to a variety of audiences (e.g. public)	A, I

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	homelessness • IT literate with knowledge of Microsoft packages in order to produce letters & reports and store/retrieve information from databases.		
Team Skills	• Motivated by working closely with other people, building and managing relationships and meeting new people • Thrives in a fast-pace environment, with a 'can do' attitude • Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement • Enthusiasm, energy and willingness to meet challenging demands and work to deadlines • Commitment to the Values and Objectives of The Porch • Ability to work across the whole organisation		A, I
Analytical, Problem Solving & Judgement Skills	• Able to identify and resolve risk management issues according to policy/protocol • Recognises priorities when problem solving and identifies deviations from the normal pattern and can refer these where required for resolution • Understanding of the context in which you work, the needs of others and able to connect people and projects.	• Analyse, interpret, and present data to highlight issues and risks to support decision making.	A, I
Planning & Organisational Skills	• Ability to organise, plan and prioritise on own initiative, including when under pressure and meeting deadlines • Produce timely and informative reports • Proactively participate in annual reviews for self and for others	• Able to methodically plan, manage, monitor, advise and review risks and issues and provide resolution	A, I

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Standards & Compliance	• Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR). • Employment is subject to a DBS Check.	• Knowledge of safeguarding legislation and risk assessment methodology • Knowledge of voluntary and statutory services available to homeless people and vulnerable adults	
Equality, Diversity & Inclusivity	• Respects and values the diversity of colleagues, clients and wider operational environment. • Demonstrates commitment to enhancing and developing The Porch services in line with principles of equality and diversity • Ability to work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the organisation.		A, I
Personal / Professional Development	• Commitment to developing skills required to progress in role • Commitment to appraisal and annual review process with line manager • Ability to apply new information and learn from experiences. • Shares knowledge and learning with others and recognises own strengths and areas for development		A, I

This job description is a broad reflection of current duties, but it is not exhaustive. It will be reviewed on no less than an annual basis to reflect priorities and developments during the on-going appraisal and performance review process and any organisational change arising.

Best Practice Recruitment

Equality & Diversity

The Porch is committed to achieving equality of opportunity for all employees and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Charity.

Health & Safety

The Porch recognises its duties under the Health and Safety at Work Act (1974) to ensure, as far as it is reasonably practical, the Health, Safety and Welfare at Work of all its employees and, in addition, the business of the Charity shall be conducted so as to ensure that all individuals having access to Charities premises and facilities are not exposed to risk to their health and safety. All employees under contract will be expected to comply with all appropriate Health and Safety policies and ensure all statutory and mandatory training is up to date.

Risk Management

All employees will always follow risk management policies and procedures. All employees are personally responsible for risk management issues in respect of yourself and colleagues. If you identify a potential hazard, you should report it to the Service Manager at once using The Porch incident reporting process. If in doubt you should speak to your manager for guidance.

All employees have a responsibility to report accidents or incidents promptly and when requested, to co-operate with any investigation undertaken. All employees must use the safety equipment provided and report any defects to their manager. You must attend risk management training as directed by your manager.

Policies and Procedures

Employees are expected to follow organisational policies, procedures, and guidance as well as professional standards and guidelines. Copies of policies can be accessed via our network drive or hard copies can be sourced in the top office. The organisation operates a policy which promotes a smoke free environment.

Appraisal and Personal Development

The Porch is committed to lifelong learning for all employees and has put in place an appraisal and development infrastructure.

All employees have a responsibility to participate in an annual appraisal with their line manager and to identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning development needs to meet the agreed performance standards.

Information Governance

It is a contractual requirement for the post holder to ensure that as a minimum they acquire the necessary skills to implement good practice in all matters relating to information governance and in particular data

which can be attributed to an individual. The job holder must adhere to information governance policies and procedures including the Data Protection Act (2018).

Equal Opportunities

The Porch is committed to respect for others, equality of opportunity and diversity in the workplace. All managers and employees must know what is expected of them and are responsible for ensuring that this is delivered in practice in their day to day working lives. The Porch will not tolerate any forms of bullying or harassment in the workplace.

Please note: we will be assessing applications as they are submitted and may close this role should we find sufficient applicants with which to make our shortlist. As such, we would advise applying as soon as possible to avoid disappointment.

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