

Job Title	Client Pathways Deputy Team Leader	Pay Band:	Team Leader / Manager
Reports to	Client Pathways Team Leader	Pay Tier Range:	5.0 – 5.2
Occupational Requirement(s):	Active Christian Faith	Status:	Permanent
DBS Requirement:	Enhanced	Weekly Hours:	37.5 hours
Job Purpose	To enable the mission of Jesus Christ through meeting, supporting/empowering and signposting clients to access crisis provision, life skills and wellbeing activities, and programmes that enable clients to transition towards greater personal resilience and hope for the future. This role provides additional management and leadership capacity within the Client Pathways Team to ensure services are well run, staff and volunteers are supported, and clients are effectively engaged.		
Outcomes			
In collaboration with and under the guidance of the Client Pathways Team Leader: • A range of interventions are developed which enable clients to build resilience and move beyond crisis, supported by psychologically and trauma-informed practice. • Clients and volunteers are actively involved in co-designing services, shaping programmes that reflect their needs and aspirations. • Client Pathways services are integrated and coordinated with the work of other inHope service teams. • Clients have clear pathways to trusted partner organisations and specialist services, improving access to support across areas such as housing, health, finance and wellbeing. • Opportunities for meaningful activity, including volunteering, training and work placements are increased, building client skills and confidence. • Clients are able to explore Christian faith and connect with churches and faith-based support, where appropriate. • Data and client insight are used to evidence impact, shape service development, and influence wider systems change.			
Outputs			
• Services and activities that meet identified client needs are consistently delivered across inHope venues, including the Wild Goose, Spring of Hope and the Foodbank Outlets and our premises on Midland Road. • Services are integrated and coordinated across the charity. • All client engagement environments and interventions are psychologically and trauma-informed, ensuring safety, dignity and empowerment. • Clients and volunteers are actively involved in co-designing services and activities, shaping programmes that reflect their experiences and aspirations. • Clients are empowered to overcome financial insecurity, improve their wellbeing, and access appropriate support services and specialist partners. • Clients have opportunities to participate in volunteering, training and work placements, building skills, confidence and pathways to independence. • A range of faith-based opportunities enables clients to explore Christian faith and connect with local churches and support groups. • The Life Course is delivered on a rolling basis, supporting clients referred internally and externally to develop life skills and resilience. • Data is collected, in collaboration with inHope’s Data Officer, to effectively record and analyse client engagement, inform service development and demonstrate impact. • Staff and volunteers are supported, trained and developed, enabling the team to deliver high-quality, values-based, and integrated services.			

Key Tasks

Leadership & Management of the Client Pathways Team

- Provide day-to-day leadership of the Client Pathways Team, supporting the Team Leader to ensure high-quality, integrated service delivery across all inHope venues.
- Lead, support and develop staff and volunteers, promoting a values-based culture that enables innovation, collaboration, and effective delivery of services.
- Model psychologically and trauma-informed leadership, embedding PIE & TI principles across all client engagement environments.
- Foster a culture of co-design and client voice, ensuring staff and volunteers engage meaningfully with clients to shape services and activities.
- Promote service integration with other inHope teams and external partners, with an initial focus on the Wild Goose and flexibility to evolve.
- Ensure effective use of systems and processes (including Seren CRM) to support team performance, client outcomes and operational accountability.
- Prioritise staff wellbeing and reflective practice, ensuring appropriate supervision, support, and access to wellbeing resources.

Compliance with law and good practice

- Contribute to the inHope risk register covering the full breadth of service delivery.
- Ensure that risk registers are up to date for services and activities provided by the Client Pathways Team.
- Ensure compliance with inHope policies and procedures, inclusive of ensuring that staff remain aware of them and put them into practice.
- Refresh, develop and create policies and procedures which serve the needs of the Client Pathways Team.

General Duties

- Christian pastoral care for colleagues within inHope.
- To participate in, and sometimes lead, tasks and other activities that further the work of inHope from time to time.

Key Attributes

Person Statement

A values-driven leader with a passion for empowering people to move beyond crisis towards lasting change. Brings proven leadership skills in frontline, person-centred services, with the ability to integrate teams and embed trauma-informed practice. Inspires and develops staff and volunteers to deliver high-quality, co-designed services. Has a living Christian faith and a commitment to inHope's mission and values.

Essential Attributes

- Proven experience leading and managing frontline, person-centred services.
- Ability to inspire, support and develop staff and volunteers to deliver high-quality outcomes.
- Demonstrated commitment to psychologically and trauma-informed practice.
- Strong understanding of the needs of people experiencing homelessness, poverty, and related challenges.
- Confident in partnership working and integrating services across teams and organisations.
- Skilled in engaging clients and volunteers in service co-design and improvement.
- Proficient in using digital tools (e.g. M365 and CRM systems) to support effective service delivery.
- Well organised, with the ability to manage competing priorities and maintain attention to detail.
- Emotionally intelligent, approachable, and resilient under pressure.
- Holds and lives out a Christian faith, with a commitment to inHope's mission and values.
- Maths and English to GCSE Grade B or equivalent and completed their secondary education or equivalent, or qualified by experience.

Desirable Attributes

- Mental Health First Aid Trained.
- First Aid at Work Trained.
- Awareness of Health & Safety requirements.

Key Relationships

Team

- Member of the Service Delivery Team led by the Head of Services.
- Work collaboratively with the Shelter Team Leader, the Provisions Team Leader and the HiA:B Operations Team Leader.
- Support the leadership of the Client Pathways Team to meet its intended outputs and outcomes.
- Operational and strategic relationships with the Trussel franchise network.
- Has access to the Services Team Administrator, as their capacity allows.

Primary Relationships

- Line managed by the Client Pathways Team Leader, with regular review meetings to discuss progress against role outcomes, outputs, personal and team wellbeing and development.
- Work cooperatively to support the CEO, Heads of Services, Finance and Operations, and Income and People as they lead the organisation.
- Line manages members of the Client Pathways Team, as directed by the Team Leader.
- Work collaboratively with the Data Officer.
- Work alongside the other Team Leaders/Managers to develop services.
- Work with the People Team to recruit, train, support and retain staff and volunteers.
- A fully participative member of the staff team attending staff meetings, prayer times and events.
- To build good and supportive working relationships with the whole staff team.
- To positively engage with appropriate self-development and external training.