



Job Description: Genesis Trust Client Advocate

Title: Genesis Trust Client Advocate
Reports to: Life Projects Manager
Location: Bath

Introduction

As a Christian charity, Genesis works with local churches and volunteers in the wider community in Bath and the surrounding area to help disadvantaged and vulnerable individuals and families to change their lives.

We do this by meeting their immediate needs, providing compassionate help and journeying with them as they gain confidence, learn new skills, overcome challenges, improve their prospects, and make choices for themselves to restore and rebuild their lives.

We provide and enable a range of practical and person-centred support services to help people in need develop healthier lifestyles and overcome poverty in all its forms. We recognise that poverty is not just about lacking material resources but can encompass a lack of relationships and network of support, and a lack of identity and purpose.

We aim to address this through practical help, personal encouragement, mentoring and training. As an independent organisation that is not reliant on public funds, we encourage and enable a more community-based approach to providing long term transformational joined-up support.

Life Projects is hosted at the Gateway Centre and consists of a number of projects. There is a staff team of Four full-time staff as well as, and the voluntary contribution of many people, whom are part of local churches. The aim is to provide a joined-up suite of services that is intended to help clients find their way from crisis to becoming independent in the context of "Good Help".

Genesis is organised into four main areas:

1. Lifeline and Life Projects
2. Foodbank
3. Genesis Furniture
4. Central Support (CEO, operations, finance, fundraising & communications).

Genesis is a Christian Charity and being a committed and practicing Christian is a genuine occupational requirement under the terms of Part 1 of Schedule 9 of the Equality Act 2010.

The Role

The Client Advocate is accountable to The Life Projects Manager and will serve in working with those who connect into the services of the Gateway Centre.

This role is about building community, resilience and a future for those who require help.

Job Purpose

The Client Advocate plays a key role in delivering Genesis Trust's Life Projects, providing practical, emotional and relational support to people experiencing homelessness, poverty, addiction, social isolation and other life challenges. Working from a trauma-informed and person-centred approach, they will assist in facilitating a safe and welcoming space where individuals can build trust, access support and take positive steps towards greater independence and wellbeing.

The role combines frontline support, advocacy, community engagement, volunteer supervision and partnership working. The successful candidate will demonstrate compassion, adaptability and professionalism, walking alongside individuals as they rebuild confidence, relationships and purpose while actively supporting the Christian values and ethos of Genesis Trust.

Success in this role is measured by:

Welcoming relationships

- Building trusting and meaningful relationships with guests, so they feel welcomed, respected, listened to and supported.
- Reflecting the Christian ethos and values of Genesis Trust through practical service, appropriate prayer and a commitment to walking alongside people as they rebuild confidence, relationships and purpose.

Practical support and personal progress

- Helping individuals achieve positive outcomes by assisting our guests to access housing, benefits, healthcare, employment, education and other appropriate services, through signposting, referrals and work with partner agencies.
- Encouraging independence and wellbeing by helping guests recognise their strengths, build confidence and take realistic steps towards their goals.

Quality, safety and collaboration

- Providing high-quality, trauma-informed support that combines compassionate, person-centred care with clear professional boundaries.
- Working collaboratively with volunteers, churches and partner agencies to create a safe, supportive and joined-up environment for guests and the wider community.

Job Tasks:

Lifeline Drop-In

Support the delivery of Lifeline Drop-In sessions three days per week. This will include:

- Welcoming guests and building positive, trusting relationships.
- Providing practical, emotional and one-to-one support.
- Assessing needs and connecting guests with appropriate services and opportunities.
- Supporting access to housing, benefits, healthcare, employment and training.
- Facilitating faith-based discussions and prayer where appropriate.

Life Skills

Support the delivery of Life Skills sessions one and a half days per week. This will include:

- Facilitating life skills, wellbeing and recovery-focused activities.
- Supporting creative and therapeutic activities, including art, music, and gardening projects.
- Encouraging confidence, resilience and greater independence.
- Supporting progression into volunteering, education, employment and other opportunities.
- Facilitating the Faith Group through Bible discussion, prayer and exploration of Christian faith.

Life Connect Community Lunches

Support the delivery of the weekly community meal and associated activities. This will include:

- Building positive professional relationships with guests, volunteers, partner agencies and community organisations.
- Delivering trauma-informed, person-centred support that promotes dignity, wellbeing, confidence and independence.
- Maintaining accurate records, referrals, case notes and outcome data using Salesforce and other organisational systems.
- Identifying and responding appropriately to safeguarding concerns, completing risk assessments and following organisational procedures.
- Supporting volunteers, contributing to the development of Life Projects and representing Genesis Trust professionally within the community.
- Attending team meetings, supervision, training and reflective practice sessions, working collaboratively across the wider organisation.
- Upholding Genesis Trust's Christian ethos, policies, values and professional standards at all times.

Key internal and external relationships:

- *Internal* – LifeLine & Life Project Colleagues, Colleagues across the organisation, Volunteers, Chair, Board of Trustees
- *External* – Local Churches, BANES Council and other support agencies such as Turning Point, Alongside (Julian House), Local Council, Health and Social Care Organisations, Other Charities who work with similar clients.

Administration

- Complete and enter Salesforce data on a daily basis
- Maintain updated client records
- Maintain own records for Annual Leave
- Maintain up to date Personal Reflection data
- Maintain PDP Files
- Ensure access to all relevant training in order to progress own development

Support will include:

- Lifeline Manager, Life Projects Manager and Operations Manager.
- Operations Director
- Appropriate training in the form of courses, seminars and events.
- Access to emotional support services
- Regular 1:1s and annual appraisal.
- Regular Reflective Practice Sessions

Leadership and Management

- To assist with managing the volunteer team during sessions and off-site events.
- Setting a positive example to the volunteer team.
- Being available for the volunteers to approach for guidance and advise during and after the session.
- Sessions could be held on and off site.

Person Specification

	Essential	Desirable
Qualifications and Experience	• An Enhanced DBS check must be completed for this role. • Right to work in the UK. • Full UK driving licence	• First Aid qualification. • Mental Health First Aid training. • Willingness to undertake appropriate training in recovery program facilitations. • Level 3 education or equivalent relevant qualification. • Training or qualifications related to safeguarding, mental health, trauma-informed practice, recovery, housing or community support.
Experience	• Experience supporting vulnerable adults within a community, charity, health or social care setting. • Knowledge of safeguarding adults. • Experience facilitating groups. • Experience working within trauma-informed and psychologically informed environments (PIE).	• Knowledge of local support services and referral pathways. • Experience working with volunteers. • Experience using Salesforce or similar client management systems.
Skills/ Knowledge	• Excellent interpersonal, written and verbal communication skills, with the ability to build positive relationships with a wide range of people. • Strong organisational skills with the ability to manage competing priorities and maintain accurate records. • Competent in Microsoft 365 applications, with the ability to learn new IT systems quickly. • Ability to maintain professional boundaries, confidentiality and attention to detail.	

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	• Resilient and adaptable, with the ability to remain calm and professional in challenging situations.	
Qualities	• A committed Christian, actively involved in a local church and committed to the mission and values of Genesis Trust. • Compassionate, approachable and non-judgemental, with the ability to build trusting relationships with people from diverse backgrounds. • Resilient, emotionally aware and able to motivate and encourage others through challenging circumstances. • Reliable, trustworthy and professional, demonstrating warmth, authenticity and integrity in all interactions. • Passionate about helping people make lasting positive changes and improve their wellbeing and independence. • Self-motivated, adaptable and resourceful, with a positive attitude and flexible approach to work. • Able to work effectively both independently and as part of a team, supporting colleagues, volunteers and the wider organisation.	• Relevant and relatable life experience of our clients.

Job description agreed:

Post holder's signature:

Name:

Chair of Trustees signature:

Name:

Date:

August 2026

END.