

SPECIALIST SUPPORT WORKER

Job Application Pack – September 2025

Deadline For Applications: Friday 7th November 2025

Interviews: Friday 21st November 2025

If you have any questions, or would like to talk to someone about the role, please email our Homeless Services Manager: margaret@greatertogethermanchester.org or call her on 07591203345

Please submit your CV and a covering letter outlining your experience, skills and knowledge, and why you are suitable for this role, in relation to the job description and person specification, to recruitment@greatertogethermanchester.org by Friday 7th November 2025

JOB DESCRIPTION

<u>Job Title</u>	Specialist Support Worker
<u>Responsible to</u>	Homeless Services Manager
<u>Location</u>	Bury, with travel across Greater Manchester
<u>Hours</u>	Full Time – 35 hours per week (evening and weekend working required, pattern of work to be agreed with your line manager)
<u>Contract Length</u>	12 months, with possibility of extension subject to funding
<u>Salary</u>	£26,000 per annum plus 7% pension

About Greater Together Manchester

Greater Together Manchester (GTM) is a small charity that has a big impact.

Our vision is to see a Greater Manchester and Rossendale where people and communities flourish, have hope and enjoy life in all its fullness

We work to identify the causes and consequences of poverty, listening to communities and those with lived experience. We mobilise people, churches, and resources to tackle injustice and close gaps in provision. Together, we seek to transform lives and communities, building a Greater Manchester and Rossendale where everyone can flourish and enjoy life in all its fullness.

Our Strategic Goals:

- To reduce poverty, disadvantage and inequality in all its forms
- Create thriving communities by working alongside people and strengthening local leadership
- Demonstrate faith in action by equipping churches to respond to need and pursue social justice
- Generate systems change by providing advocacy and the voice of lived experience

Our values:

- Community
- Compassion
- Hope
- Justice
- Inclusion

Purpose of the Post

To work as part of our Homeless Services Team, providing tailored support to asylum seekers and newly recognised refugees, helping them prepare for life in the UK, avoid crisis situations, and reduce the risk of homelessness and rough sleeping. The postholder will deliver one-to-one

advice, guidance, and group information sessions within Greater Together Manchester's Lifeskills programme, embedding support in trusted community settings.

Key Responsibilities

- Deliver individual support to asylum seekers and new refugees, including:
 - Advice and guidance on housing, welfare benefits, health, employment, and education.
 - Support with paperwork, applications, and referrals to statutory/voluntary services.
 - Crisis prevention planning for those leaving asylum accommodation.
- Facilitate group information sessions at Lifeskills activities (e.g. football, workshops), covering:
 - Rights and responsibilities after gaining refugee status.
 - Access to housing and homelessness prevention.
 - Health and wellbeing, including GP registration.
 - Financial literacy, banking, and benefits.
 - Employment and education pathways.
- Build trust and positive relationships with participants, creating safe spaces for learning and support.
- Act as a link between participants and local statutory/voluntary organisations, strengthening pathways into services.
- Support individuals moved outside Manchester to connect with appropriate services in their new location.
- Maintain accurate records of support provided and outcomes achieved, in line with grant monitoring requirements.
- Work collaboratively with colleagues, volunteers, and external partners to strengthen Greater Together Manchester's refugee and asylum seeker support offer.

PERSON SPECIFICATION

Quality	Description	E	D
Experience	Experience of supporting people from asylum-seeking and/or refugee backgrounds, including knowledge of the challenges faced when transitioning from asylum accommodation.	✓	
Experience	Experience of safeguarding and risk management, including working with vulnerable adults.	✓	
Experience	Experience of recruitment, training and support of volunteers.	✓	
Experience	Experience of case management with refugees, migrants or people experiencing homelessness.		✓

Experience	Experience of partnership working with local authorities, housing providers, health, and employment services.	✓
Skills	Excellent organisational and administrative skills, to manage caseloads, keep accurate records, and meet reporting requirements	✓
Skills	Strong communication and interpersonal skills, including the ability to work with people with limited English and across cultures.	✓
Skills	Ability to deliver group workshops in an accessible, engaging and inclusive way.	✓
Skills	Ability to speak a community language (e.g. Arabic, Farsi, Pashto, Tigrinya etc.)	✓
Knowledge	Awareness of issues facing refugees and asylum seekers, including barriers to housing and integration.	✓
Knowledge	Understanding of homelessness prevention and the housing system in the UK.	✓
Knowledge	Knowledge of trauma-informed practice.	✓
Attitude	Positive, optimistic and resourceful when dealing with obstacles and last-minute changes.	✓
Attitude	Passionate about social justice and supporting refugees to rebuild their lives.	✓
Attitude	Flexible, proactive and able to work independently and as part of a team.	✓
Attitude	A willingness to work across projects and support colleagues when necessary.	✓
Attitude	A commitment to equality and diversity.	✓
Attitude	Sympathetic to the vision, mission and values of Greater Together Manchester.	✓
Other	Driving license and access to own vehicle.	✓

Please note that the successful applicant will be subject to an enhanced DBS check.

GTM is an equal opportunities employer and does not discriminate on the grounds of gender, marital status, race, ethnic origin, colour, nationality, national origin, disability, sexual orientation, religion or age. Selection for employment will be based on aptitude and ability.

How to Apply

To apply please submit:

- A CV, detailing your qualifications, career history, responsibilities and achievements
- A Cover Letter highlighting your relevant skills and experience, directly addressing how you meet the qualities outlined in the person specification

Please submit your application to recruitment@greatertogethermanchester.org