



BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

DUTY WORKER

Application Pack

FROM THE CEO



I am delighted that you are interested in the role of Duty worker with Church Army, I really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission

and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Duty Worker is based in Westminster at our Project providing 24/7 services and accommodation to women experiencing homelessness, and plays a vital role in providing support to the hundreds of women who use our services each year. The Marylebone Project is at the heart of who Church Army is and is an inspiring project that does incredible work that transforms lives every day.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.

A handwritten signature in black ink that reads "Des Scott". The signature is stylized and includes a large, sweeping flourish that loops around the name.

Des Scott

EMBRACE THE CHALLENGES
BE THE HELPING HAND
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PUSHING BEYOND THE FRINGES



CHURCH ARMY

Our vision

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

Our values

Everything we do is underpinned by our values:

Prayerful - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

Expectant - We are hopeful, expecting God to do new things amongst us.

Risk-taking - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

Accountable - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

Collaborative - We are committed to partner with those who share our values; we believe it enhances our work.

Generous - We want to model God's generosity to others.

Unconditional - God loves everyone and everyone is significant in his eyes; we will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

See our [We are Church Army](#) video here

THE MARYLEBONE PROJECT

The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide 112, long and short term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

Spirituality - that God loves each person regardless

Hospitality - that all are welcomed

Empowerment - equipping women to make informed choices

Resettlement - encouraging and supporting women towards independent living



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The support service we offer is 24-7 with our drop-in being just in the day.

"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."

Ellie Goulding, Patron





Photo Credit: Nigel Howard/Evening Standard

THE ROLE OF DUTY WORKER

This exciting but highly responsible role is key to providing a safe secure and welcoming environment for the women we serve.

As member of the Duty Worker team you will contribute to the 24-hour support and accommodation of all Marylebone Project residents. You will work alongside the day teams to help achieve the desired aim and goals of the services users.

We are looking for someone to join the team who has a passion and desire to develop and exceed the service users expectations of their personal growth. Whilst you will be assisting in co-facilitating numerous groups you will also have the scope to work with external agencies to provide holistic support.

The role involves working out of hours, predominantly nights, and therefore you should be someone who is willing and able to work evenings and unsociable hours on a regular basis. The team operates on a five week rolling rota and you will be expected to work the shifts in accordance with that. You will need to be someone who is resilient able to work long night shifts, and deal with sometimes challenging behaviour.

The Duty Worker Team is led by the Support Services Team Leader, as part of the wider Project, and serves all women. Teamwork is key to all we do, and therefore you should be someone who is a strong team player, able to engage well with others and build a positive working environment for each other. The nature of the work is hugely rewarding but can also be challenging, which is why we look for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

JOB DESCRIPTION

Job Title:	Duty Worker (Female*)
Location:	Marylebone Project, Westminster London
Responsible To:	Support Services Team Leader
Responsible For:	Service Users
Purpose:	To be a member of the Duty Worker team (DWT) that contributes to the 24-hour support and accommodation of all Marylebone Project residents.
Objectives:	<ol style="list-style-type: none">1. Ensure the smooth running of the Project out of hours.2. Be an active and participatory member of the Marylebone Project and the Church Army.3. Undertake tasks and duties in line with the role, and deal with incidents with an appropriate response.4. Use internal systems to maintain effective and efficient communication.5. Provide responsive support to service users that compliments the work of the Support Worker teams.

KEY TASKS:

1. Ensure the smooth running of the Project out of hours

- 1.1 Work within a rota system, maintain an awareness of sufficient staff levels and respond where necessary to discrepancies.
- 1.2 Maintain a welcoming environment in the Project out of hours for all staff, service users and visitors.
- 1.3 Ensure a high standard of customer service is upheld, and communal areas are clean, tidy, relevant and welcoming.
- 1.4 At all times, work with the organisations' systems, policies and procedures to deliver high standard service delivery and promote a safe and secure environment for all.
- 1.5 Report all repairs, housekeeping and maintenance issues to those responsible.
- 1.6 Handle and record incidents in accordance with agreed policies and procedures.
- 1.7 Maintain a good working knowledge of homelessness issues and be able to offer advice to people who call at the project in person or by telephone.
- 1.8 Contribute to providing administrative duties at weekends as needed - for example post and mail management, responding to fire alarms.
- 1.9 Work within a Psychologically Informed Environment, as directed by the Project.

2. Be an active and participatory member of the Marylebone Project and the Church Army

- 2.1 Take a pro-active approach to professional development and improvement.
- 2.2 Promote a good team spirit within the Marylebone Project.
- 2.3 Encourage a cohesive working relationship with other teams within the Marylebone Project and the Church Army.
- 2.4 Work under the direction of management.
- 2.5 At all times work to be an exemplary representative of the Church Army.
- 2.6 Work within a rota system, being flexible and accommodating.

3. Undertake tasks and duties in line with the role, and deal with incidents with an appropriate response

- 3.1 Undertake tasks and duties such as welfare and health & safety checks, and other tasks relevant to client support and building management.
- 3.2 Contain and de-escalate incidents as they occur.
- 3.3 Take a positive and flexible approach to working with people with challenging behaviours.
- 3.4 Listen and act where possible to reports of feedback from service users and/or members of the public.
- 3.5 Handle and record incidents in accordance with agreed policies and procedures.
- 3.6 Understand and apply data protection policies and internal policies regards the sharing of information about staff, service users and/or the organisation.

4. Use internal systems to maintain effective and efficient communication

- 4.1 Communicate clearly and respectfully with colleagues.
- 4.2 Use existing systems to facilitate good communication between the organisation's teams.
- 4.3 Ensure appropriate content and context of communication within the team and organisation.
- 4.4 Update service user record files as necessary with contact, support and risk information.

5. Provide responsive support to service users that compliments the work of the Support Worker team

- 5.1 Maintain an up to date knowledge of each service user's support needs and associated risks.
- 5.2 Proactively participate in handover and remain committed to clear and relevant communication. Take a role in handovers, actions and teamwork.
- 5.3 Take a pro-active approach to the support of current service users.
- 5.4 Contribute to ensuring that all service user contact, activity, file notes and correspondence is logged in their respective files and systems.
- 5.5 Ensure service user notes are comprehensive, factual and relevant.
- 5.6 Provide support to a service user that is in line with the approach identified by the Support Worker teams.
- 5.7 Respond to service user queries where possible and forward on to the relevant staff member of the unit when it cannot be answered immediately. Offer practical and emotional support when necessary.
- 5.8 Understand and explain when necessary the content of the Licence Agreement and Community Charter.
- 5.9 Appropriately use a variety of communication methods with colleagues and services users.

General:

- Undertake any such duties as are commensurate with the post at the direction of your line-manager.
- Be active as a member of the Duty Worker and wider teams, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team.
- Attend an annual appraisal and regular one to ones with your line manager
- Undertake all training as required for the role, including those identified in an appraisal or supervision.
- Adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times.



PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS	
Educated to NVQ Level 2 or equivalent.	Voluntary or paid experience in a role requiring a high level of quality customer service.
Paid experience of working with vulnerable people.	Some knowledge and experience of Housing Benefit and related issues.
Awareness of data protection law and the appropriate sharing of personal and sensitive information.	Experience or an interest in getting involved in Fundraising Activities and working with volunteers.
Knowledge of the challenges faced by homeless people and in particular homeless women.	Working experience of Supporting People and Psychologically Informed Environments (PIE).
Knowledge of the needs of homeless women, and support approaches to women with complex needs.	
Knowledge of Safeguarding Vulnerable Adults and the Care Act.	
Experience in setting and supporting service users to achieve SMART objectives.	
SKILLS AND ABILITIES	
Demonstrable ability to work without judgement or prejudice with people from a variety of backgrounds (cultural, socio-economic, ethnic etc.).	Advanced level in Excel.
Solid IT skills, possessing the ability to work with the full Microsoft Package.	

Excellent customer service skills, and demonstrable ability to remain calm, positive and solution focussed in a crisis.	
Well organised with good attention to detail.	
Excellent verbal and writing communication skills.	
Ability to work on own initiative and as part of a team.	
Ability to work under pressure and cope with challenging and sensitive situations.	
Ability to multi-task and manage conflicting priorities.	
ATTRIBUTES	
Commitment to personal and professional development.	
A passion for serving others.	
Approachable and friendly	
Hardworking	
Resilient	
OTHER	
Able to work nights, evenings and weekends.	
A pro-activity to uphold, promote & work within the aims and objectives of Church Army.	

OUTLINE TERMS AND CONDITIONS

Salary	£25,836 per annum
Location	Marylebone Project, London
Hours	40 hours a week average over five weeks rolling rota, Monday to Sunday. Normal working pattern currently is a combination of mostly night shifts, with a week of evenings (4.30pm - 9.30pm) and weekend days, directed by the Project rota. Other times and shifts may be required as per the Project needs. <u>This is predominantly a night-shift role.</u>
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum employer contributions will be made into the scheme if you are eligible.
Annual Leave	28 days rising by one day a year to a maximum of 33 days after each full year's service; this includes 8 days for bank holidays. As the project works on a 24/7 basis, you will be required to work some bank holidays including Christmas and New Year.
DBS	The post is subject to an enhanced DBS check.
Probation Period	The post is subject to a six month probationary period.
Notice Period	1 week within the probation period, 4 weeks thereafter.
Contract Type	Permanent, full time
Occupational Requirement	*Position is exempt under the Equality Act 2010, Schedule 9, Part 1. Due to the nature of the project, the post holder must be female. Physical requirement: The job regularly involves walking throughout the Project, which is based over 2 sites 100m apart, over a number of floors with stair access. Physical mobility and ability to carry smaller items are required as essential.

APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.co.uk

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: recruitment@maryleboneproject.org.uk

Deadline: 8:00am Monday 27th July 2020

Interview date: Wednesday 5th August 2020

For more information about Church Army please visit: www.churcharmy.org

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Successful completion of a probationary period
- Two satisfactory references, both employment based



Church Army is proud to be a Living Wage Employer.