



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

## Client Involvement Officer

### Application Pack



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# **THE MARYLEBONE PROJECT**

The Marylebone Project provides a life-changing service for homeless women and is the largest and longest-running centre of its kind in London and the UK with over 90 years of experience supporting vulnerable homeless women in crisis. It is a registered social landlord set up through a partnership between Church Army and the Portman House Trust.

We provide the largest range of services in the UK for women experiencing homelessness. We are proud to provide 112 long- and short-term beds to homeless women as well as safety and support 24/7, 365 through 'The Sanctuary' - our newly refurbished drop-in facility. We deliver education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Whatever stage of their journey, we can provide training opportunities, including through our Social Enterprises, and all of what we do is shaped by and focussed on the women in order to support and empower them to 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:

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living

**Spirituality** - that God loves each person regardless

The Marylebone Project is led by our General Manager, Phillippa Middleton, and our Senior Homeless Manager, Sue Way, who also oversees our youth homelessness project in Cardiff. We currently employ around 50 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a partly commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House, proudly offering our services 24-7 365.

Find out more about the work of the Marylebone Project and hear from our staff and inspirational women by listening to the BBC Five Live broadcast from the Marylebone Project [here](#).

*"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*





## **Role of Client Involvement Officer**

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At the Marylebone Project, we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. As a Client Involvement Officer, you will establish, facilitate and deliver a range of involvement opportunities. You will forge relationships with external agencies in order to provide a range of exciting opportunities for the women you support.

We value the voices and feedback of the women who use our services, you will have the exciting task of encouraging the women to have their voices heard at every level of the organisation. Whether it be at policy writing groups, board meetings or residents' meetings.

You will be joining the team at an exciting time; your role will be based within our newly refurbished Centre. The Centre team are dynamic and creative, working within a trauma-informed approach to draw out the strengths of women to empower into independent living. Therefore, you need to be someone who is motivated, energetic, creative and a strong team player. The ideal candidate will possess effective communication and interpersonal skills excellent and able to work well with others. You will need to be someone who can work with other people unconditionally, who has an understanding of the challenges of homelessness and can work without judgement.

The nature of the role means that you will be working in a fast-paced environment, so you need to be a person who flourishes working in a busy environment, is resilient, and enjoys helping others grow. You should have a positive mindset, be able to work flexibly so that you can respond to the needs around you and be passionate about making a difference. Our values are at the heart of what we do, so you should be someone who models these in all they do.

*Miriam Kennedy, Centre Manager*







# **ROLE DESCRIPTION**

<b>Job Title:</b>	Client Involvement Officer
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	Centre Manager
<b>Responsible For:</b>	Client Involvement
<b>Purpose:</b>	To establish, facilitate and deliver a comprehensive structure of service user involvement opportunities.
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. To support the delivery of a comprehensive range of service user involvement opportunities and mechanisms.</li> <li>2. To develop formalised and recognised qualification possibilities for women engaged in service delivery.</li> <li>3. To ensure that service users have the mechanisms to be integral to service delivery for the Marylebone Project.</li> <li>4. To produce high quality reporting and Key Performance Indicators of Client Involvement activities within the Marylebone Project.</li> <li>5. To work to deliver outstanding services and outcomes for the service users of the Marylebone Project.</li> <li>6. To provide a safe and welcoming environment for service users and operate within the overall philosophies and ethos of Church Army and the Marylebone Project.</li> </ol>

## **KEY TASKS:**

### **1. To support the delivery of a comprehensive range of client involvement opportunities and mechanisms.**

1.1 Facilitate and actively promote a programme of client involvement activities and volunteering opportunities which serves to enhance a service user's experience and wellbeing. You will Empower the women to have their voice heard at every level of the organisation, facilitating their engagement in activities such as participation in board meetings, policy writing groups, becoming resident representatives, and sitting on interview panels. You will encourage the women to take ownership of their services by providing opportunities for them to volunteer internally and ensuring that the women have a variety of platforms to provide feedback on the services they receive.

- 1.2 Liaise and work in partnership with colleagues to identify and support the delivery of courses and innovative activities related to service user involvement and training.
- 1.3 Liaise with colleagues and stakeholders to identify and build working relationships with relevant agencies, with an aim to provide opportunities for women.
- 1.4 Establish engagement within the local community to facilitate service user involvement both within and surrounding the Project.
- 1.5 With clients, devise informative and effective literature to promote service user involvement. Ensure these are maintained as current and relevant.
- 1.6 Provide both 1:1 and group support for women within a Psychologically informed Environment.
- 1.7 Liaise with external agencies to support women into community involvement.
- 1.8 Create a handbook of services, and other literature surrounding community involvement opportunities.
- 1.9 Support women to attend appointments off site as required.
- 1.10 Contributing to identifying and developing volunteer roles in collaboration with the Centre Team.
- 1.11 Work with the Centre Team and Management to establish an effective and safe structure for current and former client's volunteering and recognised work placements within the Project.
- 1.12 Supervise volunteers as required.

## **2. To develop formalised and recognised qualification possibilities for women engaged in service delivery.**

- 2.1 In partnership with colleagues, identify and support the delivery of formalised and recognised training structures for women in relation to community involvement and engagement.
- 2.2 Be responsible for establishing a formalised, structured programme for the women involved in the service so that their participation is recognised and accredited formally.
- 2.3 Refer clients into the Meaningful Activity Programme enabling them to accrue tangible and employable skills and qualifications which will increase service participation.
- 2.4 Be responsible for devising a structured incentive and reward programme to encourage and foster involvement, whilst recognising and acknowledging the value of the women.



### **3 To ensure that service users have the mechanisms to be integral to service delivery for the Marylebone Project.**

- 3.1 Enable service users to actively take part in developing and shaping their services and programmes.
- 3.2 Set up a robust programme which allow service users to participate in activities such as policy and procedure working groups, interviewing of prospective staff, board representation, involvement on steering groups, regular Women's Forum Groups and Service user meetings.
- 3.3 Provide weekly drop-in sessions where service users can find out about internal volunteering opportunities.
- 3.4 Work in partnership with the Centre Team in exploring new opportunities in developing volunteer placements and community activities.
- 3.5 Contribute actively to the development of the meaningful activities programme, liaising closely at all times with the Centre Manager and EET Workers.
- 3.6 Consult with service users and use outcomes and feedback to shape service delivery.
- 3.7 Support service users to attend appointments off site as required.
- 3.8 Use effective and multiple communication methods to promote and build awareness around the service user involvement programmes with staff, service users, and stakeholders.
- 3.9 Liaise and communicate closely with Support Workers and external support agencies to deliver a comprehensive support package for women.
- 3.10 Attend forums, meetings and networking events as required.
- 3.11 Work with all internal departments to ensure quality support is offered to our service users.
- 3.12 Play an integral part of staff and service user inductions.
- 3.13 Facilitate meetings and mechanisms for service user involvement.
- 3.14 Ensure that service users are equipped with the training and skills needed to deliver their respective roles.

### **4 To produce high quality reporting and Key Performance Indicators of client's Involvement in activities within the Marylebone Project.**

- 4.1 Define, implement and manage all monitoring and evaluation of the programme systematically.
- 4.2 Collect relevant data for the Key Performance Indicators as required, and review these to monitor and shape service delivery.

- 4.3 Support the Fundraising Team in identifying case studies and success stories for publication of fundraising material.
- 4.4 Work with external consultants with regards to monitoring and evaluation.
- 4.5 Devise and implement effective monitoring and evaluation methods in line with outcomes and strategy.
- 4.6 Provide regular reports and updates on the service user involvement programme as requested.
- 4.7 Work with independent evaluators to review and report on the programme.
- 4.8 Actively participate in Centre staff meetings, training, supervision and wider organisational activities as requested.

**5. To work to deliver outstanding services and outcomes for the clients of the Marylebone Project.**

- 5.1 Ensure that the clients are directly involved in co-producing their services.
- 5.2 To organise and plan service user and volunteer participation, consultation and induction events, ensuring feedback enhances service improvement.
- 5.3 Liaise with colleagues and stakeholders to identify and build working relationships with relevant agencies, with an aim to provide opportunities for women.
- 5.4 Provide a programme of activities which address physical health, emotional wellbeing, mental health, Drug & Alcohol support/addictive behaviour, meaningful activity, offending and challenging behaviour, money and living skills, social networks and relationships.
- 5.5 Provide both 1:1 and group support for service users.

**6. To provide a safe and welcoming environment for clients and operate within the overall philosophies and ethos of Church Army and the Marylebone Project.**

- 6.1 Demonstrate the highest standards of customer service.
- 6.2 Be aware of the Church Army and Marylebone Project procedures to ensure the health and safety of service users and staff.
- 6.3 Report all repairs, housekeeping and maintenance issues to those responsible.
- 6.4 Handle and record incidents in accordance with agreed policies and procedures.
- 6.5 Take a positive approach to working with service users with complex needs and challenging behaviour.



## General:

- To undertake any such duties as are commensurate with the post at the direction of the line-manager or senior manager.
- Be active as a member of the Centre team, 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 any training as required for the role as identified in an appraisal or supervision.
- Adhere to Church Army's contractual and non-contractual policies at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.
- Serve as an exemplary representative, and act in the best interest, of Church Army at all times.

# **TRAINING**

## *How will I be trained and supported?*

You will receive a full induction to the work of the Marylebone Project and to your role, as well as regular reflective Practice with a Psychotherapist and regular supervision with your line manager. You will have a member of staff as a named contact who will support you and answer any queries you have. You will be given any equipment and information necessary to carry out your role. You can attend specialist IDVA/VAWG training.

# **ROLE REQUIREMENTS**

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. All aspects of the person specification will be assessed via the application form, interview, and selection process, and within pre-employment check (e.g. references).

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>Experience, knowledge, qualifications and understanding</b>	
At least one year experience of working with vulnerable people in an engagement capacity within a Psychologically Informed Environment.	Paid experience of working in a service user involvement role within a supported accommodation provider
Working experience of establishing and developing groups and meetings.	Experience in marketing and promotion.
Proven abilities in leadership and effective project implementation	Experience of working with women who have been affected by homelessness.
A thorough knowledge of all Microsoft Office applications including Word, Excel, PowerPoint, and Publisher.	
Proven ability to create and maintain administrative systems and records.	
Ability to work under pressure and to be flexible in finding solutions.	
Proven excellent written and verbal communication skills.	
Strong organisational skills and the ability to show attention to detail.	
Proven time management skills, including the ability to organise and prioritise own workload.	
An ability to work on your own initiative and as part of a team, and to be responsive to change.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds.	



To have active knowledge of local and national community involvement strategies and policies.	
<b>Skills</b>	
Evidenced negotiating and networking skills	
Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with services users and stakeholders	
Ability to motivate those with complex needs to engage with meaningful activities.	
Evidence of effective de-escalation techniques.	
Good IT skills, possessing the ability to work with the full Microsoft Package and quickly learn internal systems.	
Ability to work under pressure and to consistently meet deadlines. Well organised with good attention to detail.	
Able to work on own initiative and as a part of a team, and to lead a team to achieve positive outcomes.	
Evidence of an ability to problem solve, whilst upholding great service.	
<b>Attributes</b>	
Passion for working with vulnerable women and providing outstanding service.	
Resilient, approachable and friendly	
<b>Other</b>	
Willingness to work unsocial hours, including evenings, nights weekends, and bank holidays.	
The successful candidate must be in sympathy with the vision & modelling the values of Church Army & the Marylebone Project.	



# Marylebone Project



Please keep your belongings with you at all times. Any items left in the Day Centre will be disposed of by Staff.





# **OUTLINE TERMS AND CONDITIONS**

<b>SALARY</b>	£31,927.00 per annum
<b>LOCATION</b>	Marylebone Project, London
<b>HOURS</b>	40 hours per week, Monday to Friday. Ordinarily 8:30am to 5:00pm, unless business requires otherwise (time off in lieu would be given).
<b>HOLIDAY</b>	28 days, including bank holidays, rising by one day a year to a maximum of 33 days after each full year's service. As the project works on a 24/7 basis, you will be required to work some bank holidays, including Christmas and New Year.
<b>DBS</b>	This post is subject to an enhanced DBS (Disclosure and Barring Service) check and compliant with safeguarding policies and procedures. Safeguarding training will be required.
<b>PROBATION PERIOD</b>	6 months
<b>CONTRACT TYPE</b>	Full-time, open-ended
<b>NOTICE PERIOD</b>	4 weeks (after successful completion of probation period)
<b>OCCUPATIONAL REQUIREMENT</b>	<p>*Positions are exempt under the Equality Act 2010, Schedule 9, Part 1.</p> <p>The Marylebone Project is based over two sites, 100m apart, and the job regularly involves walking throughout and between both sites. The Bradbury House site is a list building, over five floors, with stair access only. The postholder must be able to access all areas of the Project and may be required to do so quickly in the event of an emergency. There is also a requirement to travel across London for work related purposes. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.</p>

# WHAT MAKES US CHURCH ARMY

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## Our Vision

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

See our [We Are Church Army](#) video.

## Our Values

Everything we do is underpinned by our GRACEUP values:



**Generous** - We believe God is generous and we want to model that generosity to others.



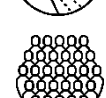
**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**Accountable** - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



**Collaborative** - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



**Expectant** - We are hopeful, expecting God to do new things through our frontline work and the Church Army community.



**Unconditional** - We believe God loves everyone and every person is significant in His eyes. We serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.



**Prayerful** - We listen to God through prayer, and we want to be obedient to Him. We want to be like Jesus in all we do.

## Working with Us

We aspire to see our teams reflect the communities they serve, and to have a diversity of people and views reflected across our organisation. We are a Christian charity working with people of all faiths and none. We ask that our team, where being a Christian is not a requirement, to respect and be sympathetic to our history, work, vision and values.

We welcome and encourage job applications from people of all backgrounds. We particularly welcome applications from candidates from black and ethnic minority backgrounds. We are an equal opportunities employer and we do not discriminate on the basis of any characteristic, including those protected by the Equality Act.

Church Army staff have access to a wide range of benefits, and you can find some of these listed on our [website](#) below our vacancies.



# APPLICATION PROCESS

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To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk)

For more information about the role, please contact Miriam Kennedy (Centre Manager) on [miriam.kennedy@churcharmy.org](mailto:miriam.kennedy@churcharmy.org)

Applications should be sent to: [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)

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Deadline: 13<sup>th</sup> January 2025

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**Interview date:** We will be conducting active interviewing, so interview dates will vary from the first week of the advert to two weeks after it closes. The position will be offered to the first applicant who demonstrates an aptitude for the position, therefore the position may be filled earlier than the closing date of the advertisement.

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## What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)
- One of our team will acknowledge your application.
- Applications are shortlisted against the person specification.
- You will be contacted as to whether you have been invited to interview.

## 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.

References are usually only requested once an offer has been made. We will ask for your permission before seeking any references.

For more information about the Marylebone Project, please visit:

[www.maryleboneproject.org](http://www.maryleboneproject.org) and to find out about our parent organisation Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)