



Night Support Worker - * Female for the Marylebone Project

Application Pack

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

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FROM OUR CEO

I'm delighted you are interested in the role of Night Support Worker for the Marylebone Project - the largest women's only hostel and only 24/7, 365 emergency drop-in centre in the UK and one of Church Army's flagship projects. I hope that as you read through this job pack you get a clearer sense of who Church Army are and how the work of the Marylebone Project supports vulnerable homeless women to turn their lives around by offering a seamless journey from often rock-bottom on the streets to independent living.

In all our work Church Army seeks to support and empower those most in need in the UK & Ireland. We walk alongside and love those who are struggling, especially the marginalised. We are a mission organisation committed to enabling the transformation of lives and communities in and by the love of God.

The work of Church Army makes a real difference in people's lives. Every role offers the opportunity to contribute to making our vision a reality. The work that you do with the Marylebone Project really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do in our work and in our relationships. 'U' stands for unconditional which encompasses our user-led, responsive approach at the Marylebone Project where we welcome women facing crisis regardless of race, ability and the individual circumstances they face.

"Defeat is not an option with the support we receive here."

Service User, The Sanctuary at the Marylebone Project

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and its impact. We are proud to work in some of the toughest communities across the UK and Ireland. Our Centres of Mission, in partnership with Dioceses, are where Church Army people live in local communities sharing faith, seeking the common good for all people, and equipping the local church in mission. The Marylebone Project empowers women to end their homelessness and live their lives to the full. In Cardiff, we run the Amber Project, which helps young people who battle self-harm, and the Ty Bronna Project, a hostel for homeless young people. Another Project befriends, serves and supports vulnerable women involved in the sex industry.

It can be challenging work. Church Army is often found where others won't go and doing things that others can't or won't. Yet it is joyful and fulfilling work. We serve in a broad range of settings, with people from all walks of life, and of all faiths and none. I am thrilled and humbled to work for an organisation that does this in God's name, and your name should you join us.

I hope that you will be inspired and encouraged to want to join our amazing team.

Peter Rouch

Peter Rouch



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 NIGHT SUPPORT WORKER

Are you a good listener, compassionate and understanding, motivated by working as part of team, an organised and gifted multitasker, experienced in working with vulnerable people and want to make a difference to the lives of vulnerable women in crisis?

This exciting but highly responsible role is key to providing a safe, secure and welcoming environment for the women we serve. The health & safety and security of all in the buildings is paramount to the work we do and as such it will be your role to ensure the smooth running of both our residential and resettlement projects out of office hours.

We are looking for someone who will contribute to the 24-hour support and accommodation of all Marylebone Project service users, working waking night shifts, and therefore, willing to work unsociable hours on a regular basis.

This role is responsible for responding to the needs of service users during overnight periods; attending to and dealing with incidents that occur during overnight periods; assist in bringing incidents and situations to a clear and positive resolution; recording details of responsive support provided to service users; handing over relevant information to the daytime Support staff on duty; ensuring that the Project remains a safe and secure environment at all times.

The role is ideal for someone who is -

- Looking to gain more experience in supporting homeless people, especially women.
- Looking to work in partnership with Support staff to meet the needs of homeless women.
- Able to deal with situations and manage conflict in a calm and considered manner.
- Able to offer support and encouragement to the women

You will enjoy a varied workload and be able to think creatively, seeking ways to ensure that appropriate responsive support is provided to service users during overnight periods and that the Project, women and colleagues remain in a safe and secure environment. We are looking for the post holder to be able to engage with women to support them during periods when statutory support services are unavailable, be creative in the

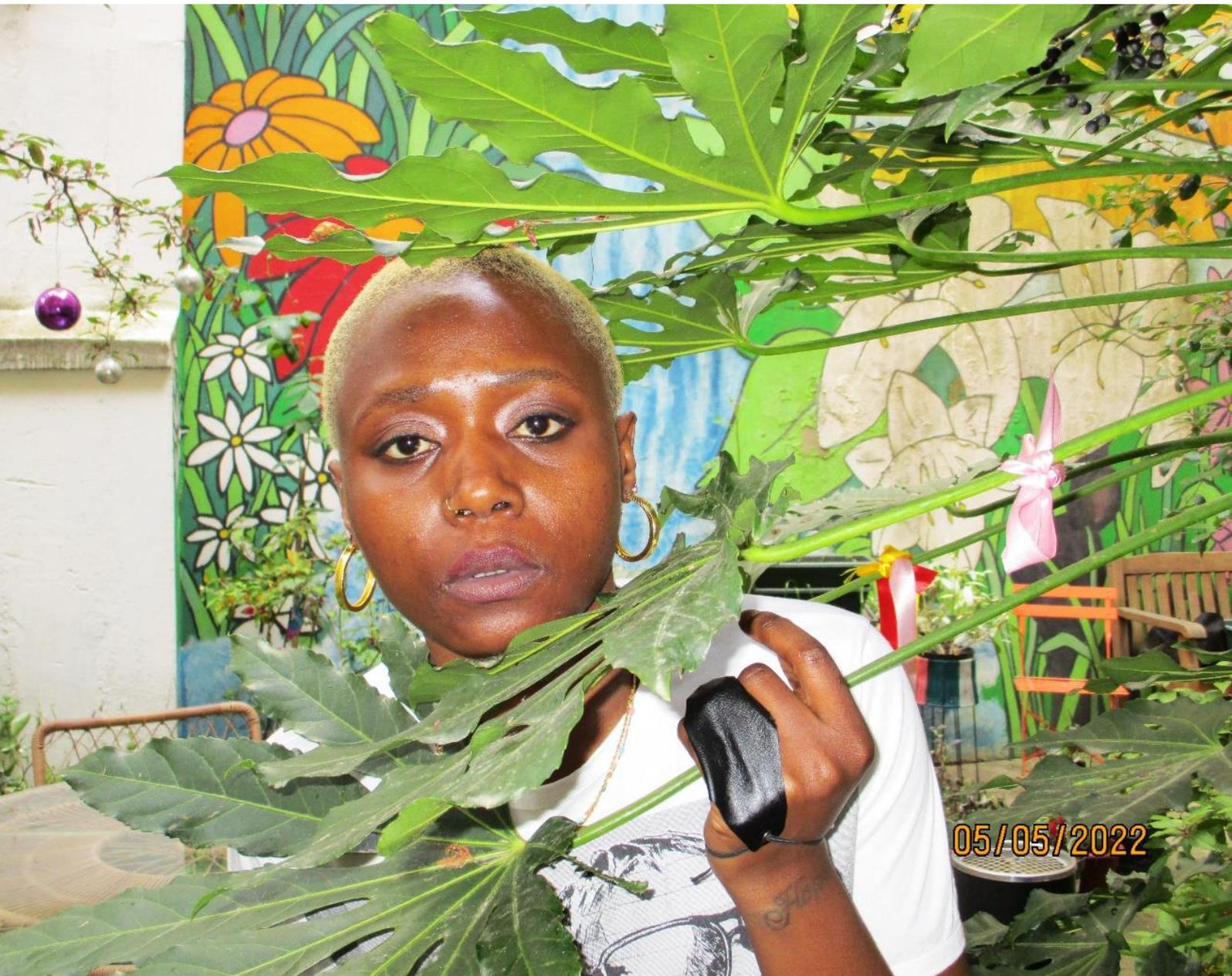
response to unexpected support needs of the women and be able to bring incidents and situations to a positive resolution.

You will work alongside the Support Services and Concierge teams to help achieve the desired aim and goals of the services users and assist in developing and exceeding the service users expectations of their personal growth.

As well as having the skills and attributes to do the role, you must ultimately have a heart for what we do and be passionate about ensuring that the Marylebone Project does the best it can to help transform the lives of the women we support.

You must be a strong team player, able to engage well with others and build open, honest and positive relationships with vulnerable women in a safe working environment for all. The nature of the work is hugely rewarding but can also be challenging, which is why we are looking for people who are resilient, like a challenge and passionate about seeing the lives of homeless women transformed.

Shenley Wilson, Support Services Team Leader





JOB DESCRIPTION

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

RESPONSIBILITIES AND 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 secure appropriate staffing cover.
 - 1.2 Maintain a welcoming environment in the Project during out of hours overnight periods for all staff, service users and visitors whilst maintaining Project boundaries.
 - 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 using the reporting mechanisms in place.
- 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 as needed - for example post and mail management, responding to fire alarms, compiling and updating of lists.

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

- 2.1 Undertake tasks and duties such as welfare and health & safety checks, and other tasks relevant to client support.
- 2.2 In partnership with the Concierge, conduct building management checks and respond to associated tasks and duties.
- 2.3 Proactively con and se-escalate incidents as soon as they occur and bring them to a positive resolution.
- 2.4 Take a positive and flexible approach to working with people with challenging behaviours.
- 2.5 Listen and act where possible to reports of feedback from service users and/or members of the public.
- 2.6 Handle and record incidents in accordance with agreed policies and procedures.
- 2.7 Understand and apply data protection policies and internal policies regards the sharing of information about service users' staff, and/or the organisation.

3. Use internal systems to maintain effective and efficient communication

- 3.1 Communicate clearly and respectfully with colleagues.
- 3.2 Use existing systems to facilitate good communication between the organisation's teams.
- 3.3 Appropriately use the loudspeaker and radio systems as a method of communication within the Project.
- 3.4 Ensure appropriate content and context of communication within the team and organisation.

3.5 Update service user record files as necessary with contact, support and risk information.

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

4.1 Maintain an up-to-date knowledge of each service user's support needs and associated risks.

4.2 Proactively participate in handover and remain committed to clear and relevant communication. Take a role in handovers, actions and teamwork.

4.3 Take a pro-active approach to the support of current service users.

4.4 Contribute to ensuring that all service user contact, activity, file notes and correspondence is logged in their respective files and systems.

4.5 Ensure service user notes are comprehensive, factual and relevant.

4.6 Provide support to a service user that is in line with the approach identified by the Support Worker teams.

4.7 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.

4.8 Understand and explain when necessary, the content of the Licence Agreement and House Rules.

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

5.1 Take a pro-active approach to professional development and improvement.

5.2 Promoting a good team spirit within the Marylebone Project.

5.3 Play your part in developing and maintaining a cohesive working relationship with other teams within the Marylebone Project and Church Army.

5.4 Work under the direction of management.

5.5 Contribute to providing support to service users at the direction of the allocated Support Worker and/or Resettlement Worker.

5.6 At all times work to be an exemplary representative of the Church Army.

5.7 Work within a rota system, being flexible and accommodating.

General:

- To undertake any such duties as are commensurate with the post at the direction of the Management Team or permanent contracted workers.
- To be active as a member of the Marylebone Project team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the Project.
- To attend an annual appraisal and regular supervision one to ones with your line manager.
- To undertake any training and development as required for the role as identified in an appraisal or supervision.
- To 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 the Marylebone Project and Church Army at all times.

TRAINING

As a responsible employer we know the value of continuing professional development and expect our employees to commit to ongoing training towards fulfilling their roles. We will provide you with the support you need to succeed, including professional training where appropriate, regular 1-2-1's with your line manager and all the support that comes from being part of a national charity.





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).

ESSENTIAL	DESIRABLE
Knowledge, qualifications and understanding	
Educated to NVQ Level 2 in Health and Social Care or equivalent.	
Awareness of data protection law and the appropriate sharing of personal and sensitive information.	
Knowledge of the challenges faced by homeless people and in particular homeless women.	
Knowledge of the needs of homeless women, and support approaches to women with challenging behaviour and complex needs.	
Knowledge of statutory compliances and standards such as health and safety and equal opportunities, particularly within a residential setting.	
Knowledge of Safeguarding Vulnerable Adults and the Care Act.	
Experience	
Voluntary or paid experience of working with vulnerable people.	Voluntary or paid experience in a role requiring a high level of quality customer service.
	Some knowledge and experience of Housing Benefit and related issues.
	Working experience of Supporting People and the PIE Psychologically Informed Environment Framework
	Experience in setting and supporting service users to achieve SMART objectives.

Skills	
Excellent IT skills, including an ability to work with the full Microsoft Package, especially Excel	
Excellent customer service skills, and demonstrable ability to remain calm, positive and solution focussed in a crisis.	
Excellent communication skills - written and verbal, with the ability to use a variety of communication methods and write factual reports and support notes.	
Ability to work under pressure within a fluid and challenging work environment and respond appropriately to sensitive situations.	
Ability to conduct dynamic risk assessments and work within recognised practices of safeguarding.	
Collaborative team player and relationship builder effective in establishing sustainable relationships with a variety of teams and people	
Ability to always maintain the highest degree of confidentiality regarding all aspects of work	
Able to use initiative and confident in making decisions.	
Attributes	
Excellent interpersonal skills, able to build relationships with vulnerable women, working with empathy and no judgement, and deal sensitively with people for whom English is not their first language and from a variety of backgrounds (cultural, socio-economic, ethnic etc.).	
Demonstrable accuracy, well organised and attention to detail	

Self-motivated and able to work on own initiative and as a part of a team	
Highly organised and flexible with the ability to manage multiple tasks/duties simultaneously and conflicting priorities.	
Quick to learn and grasp new processes and procedures	
Able to work nights and weekends.	
Willingness to be responsive and flexible to the needs of service users.	

We are looking for a candidate that models the Church Army values in their work and life. You must be in sympathy with the vision & values of Church Army & the Marylebone Project and be willing to represent the organisation to various stakeholders.



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

Salary	£27,143 per annum
Location	Marylebone Project, London
Hours	7 overnight shifts every two weeks over a four week rolling rota averaging 38.5 hours per week every.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	Annual leave is calculated in hours based on 28 days per year, inclusive of bank holidays. Rising 1 day per year of service to a maximum of 33 days, including 8 bank holidays.
DBS	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.
Probation Period	6 months
Contract Type	Full Time, Open Ended
Notice Period	4 weeks (after Probation Period)
Occupational Requirement	<p>*Position is 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 involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors with a lift. 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. 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

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.



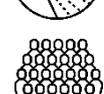
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.org.uk and from the advert for this post.

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@churcharmy.org

Deadline: 9am Friday 19th August 2022

Interview date: Week Commencing 29th August 2022

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to 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
- Two satisfactory references
- Successful completion of a probationary period

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 and to find out about our parent organisation Church Army please visit: www.churcharmy.org