



# LOCUM PROJECT WORKER (female\*)

## 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

# FROM THE INTERIM CEO

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I am delighted that you are interested in the role of Locum Project 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 Locum Project Worker is based at our flagship 24/7 homelessness project for women - Marylebone Project. You will be part of a dedicated and dynamic team serving some of the most vulnerable women, shaping and changing lives, empowering in to independent living. 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 with a large, sweeping initial 'D'.

**Des Scott**

EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
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# PUSHING BEYOND THE FRINGES



## **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.

### **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

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The Marylebone Project is proud to be one of the UK's largest service providers for women experiencing homelessness.

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, who also oversees our young people's project 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**

# THE ROLE OF LOCUM PROJECT WORKER

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As Locum Project Worker, you will offer services to the Marylebone Project on an As and When basis. You will provide services for the Project to ensure there is adequate during periods of planned absences and staff shortages. This means that there is no guarantee of work and you are under no obligation to accept work offered to you.

You will be responsible for ensuring that the service users of the Project receive the highest possible standard of support at all times. You will provide cover across the Project in a number of roles including reception, night work, support services and resettlement. The nature of the role will determine the tasks required but can include: one to one support meetings, conducting room checks, providing assistance to service users and welcoming visitors to the Project.

At Marylebone we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. In joining the team, you will need to share in our values. You will need to be someone who can work with other people unconditionally, who has a who understanding of the challenges of homelessness and can work without judgement. You will need to be a strong team player, with excellent communication skills and able to work well with others.



# JOB DESCRIPTION

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<b>Job Title:</b>	Locum Project Worker (Female*)
<b>Location:</b>	Marylebone Project, Westminster, London
<b>Responsible To:</b>	The employed staff within the team on duty at any given time, then the relevant Unit Manager/Team Leader, Management Team and ultimately the Senior Leadership Team of the Project.
<b>Relating To:</b>	Employed staff, other Locum Project Workers and Agency Workers.
<b>Purpose:</b>	<p>As-and-when-needed assistance to the delivery of high quality support given to the service users and customers of the Marylebone Project.</p> <p>You could work within a variety of different roles including Support Worker, Duty Worker (out of hours support) Receptionist, Centre Worker, activities supervisor, Social Enterprise receptionist and host.</p>
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Assist in the provision of a high quality, needs-led support service.</li> <li>2. Assist in the provision of a high standard, safe and secure accommodation service for single homeless women.</li> <li>3. Maintain good communication between service users, staff and external partners.</li> <li>4. Work within the parameters of the Church Army and Marylebone Project's policies and procedures.</li> </ol>

## KEY TASKS:

1. **Assist in the provision of a high quality, needs-led support service.**
  - 1.1 At all times work to the job description of the role being fulfilled.
  - 1.2 Take guidance from colleagues and unit manager and complete tasks as commensurate with the role being undertaken.

- 1.3 Follow up and contribute to paperwork, support plans and risk assessments. Monitor and document support given to and progress made of a service user. Ensure that any support provided is handed over to the allocated Support Worker or colleague.
  - 1.4 Assist service users to meet their needs through motivating and encouraging independence as well as identifying when service users need practical assistance and be willing to offer the support required.
  - 1.5 Support women holistically in line with their support plans.
  - 1.6 Support women with financial management and liaise with external support agencies such as Housing Benefit, DWP, CAB, health services, substance use services and Social Services.
  - 1.7 Assist in the collation of statistics and evidence as required.
  - 1.8 Observe medication as required.
  - 1.9 Follow the instruction of allocated Support Workers in the provision of specific elements of support.
  - 1.10 Respond to requests for support when providing reception duty.
- 2. Assist in the provision of a high standard, safe and secure accommodation service to single homeless women.**
- 2.1 Work within a Psychologically Informed Environment and with a trauma-informed approach.
  - 2.2 Work within all Church Army and Marylebone Project policies and procedures to ensure the health and safety of both residents and staff.
  - 2.3 Provide effective cover for any part of the Project as needed - our residential services, rough sleeper drop-in, meaningful activities programmes and our two social Enterprises.
  - 2.4 Complete welfare, room and health and safety checks as necessary.
  - 2.5 Report all repairs, housekeeping and maintenance issues to those responsible.
  - 2.6 Report and record all incidents, behavioural changes and safeguarding concerns in line with the organisation's Policies.
  - 2.7 Give advice and signposting to service users as needed.
  - 2.8 Participate in the referral and assessment process.
  - 2.9 Gather service user feedback as required.
- 3. Maintain good communication between service users, staff and external partners.**
- 3.1 Share relevant information about service users with all necessary units and staff members in a timely fashion.
  - 3.2 Communicate with staff, service users and partner organisations using a variety of methods. This includes (but is not exhaustive of) handovers, email, phone, face to face and letters.

- 3.3 At all times represent the Church Army and Marylebone Project with professionalism.
- 3.4 Attend meetings, internal and external appointments with service users where necessary.
- 3.5 Perform reception and administrative duties when necessary (monitor building access, answer the phone, deal with service user / customer enquiries etc.).
- 3.6 Attend to social enterprise customer needs and requirements, including setting up and clearing meeting rooms.
- 3.7 Record and evidence correspondence, support and contact at all times through the organisation's systems.

#### **4. Work within the parameters of the Church Army and Marylebone Project's policies and procedures.**

- 4.1 Follow and utilise Church Army policies, procedures and documentation processes at all times.
- 4.2 Use relevant and appropriate forms and templates to record and present information.
- 4.3 Keep informed with changes and updates to the organisation's policies and procedures.

#### **General:**

- Undertake any such duties as are commensurate with the post at the direction of the Church Army staff on shift, and/or the management team.
- Be active as a member of the Locum Project Worker team, and the team within which you are completing a shift.
- Demonstrate and encourage participation in team meetings and contribute positively to the overall objectives and life of the Project.
- Participate in supervisory support as provided within the Project.
- Undertake and implement all training and development tools requisite to the role, and be willing to attend these during the week as required.
- Adhere to Church Army's contractual and non-contractual policies at all times. These are outlined in the As and When Staff Handbook and on Church Army's intranet document library.
- Serve as an exemplary representation of Church Army and the Marylebone Project.
- 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	Method of Assessment
<b>EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS</b>		
Knowledge of the challenges faced by homeless people in particular homeless women.	Experience of working with vulnerable people in a support work role, including safeguarding.	<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
Working experience within a customer facing role, providing outstanding service.	Experience of working within supported accommodation.	
	Awareness of data protection law and the appropriate sharing of personal and sensitive information.	
	Experience of delivering and facilitating presentations and activity sessions.	
	Voluntary or paid experience of working in an administrative role.	
<b>SKILLS AND ABILITIES</b>		
An eye for detail and experience in concise report writing.		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
The ability to work without judgement or prejudice with people from a variety of backgrounds.		
Demonstrable effective de-escalation techniques.		

Experience of working with those presenting with challenging behaviours.		
Excellent people skills, able to work effectively with service users, colleagues and external agencies.		
Solid IT skills, possessing the ability to work with the full Microsoft Package.		
Good verbal and written communication skills.		
Able to work on own initiative and as part of a team.		
Great customer service skills.		
Evidence of an ability to problem solve, whilst upholding great service.		
<b>ATTRIBUTES</b>		
Passion for working with vulnerable women and providing outstanding service.		<ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul>
Willingness to take direction and instruction as part of working as a team.		
Willingness to work unsociable hours.		
Possess a personal ethos in line with the aims and objectives of Church Army.		

# OUTLINE TERMS AND CONDITIONS

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Salary	Variable depending on type of shift, all rates at or above London Living Wage
Location	Marylebone Project, Westminster, London
Hours	There are no normal hours of work as this is a zero hours contract. Flexibility with regard to working hours will be required. The post holder will be asked on occasions whether they are able to provide cover in respect of an unexpected vacant shift or short-term planned absence of an employee. The Church Army has no obligation to offer the post holder any work whatsoever and the post holder has no obligation to accept work if it is offered.
Pension	You will be assessed under pension auto enrolment legislation and if eligible enrolled into a pension scheme in the relevant pay period. You will be given the right to opt out of the scheme.
Annual Leave	The post does not carry holiday leave entitlement, as you are not obliged to accept work offered to you. However, holiday pay is calculated based on the number of hours worked in the previous 52 weeks and paid on a quarterly basis.
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.
Contract Type	To offer services to the Marylebone Project on an as and when basis.
Occupational Requirement	*Positions are exempt under the Equality Act 2010, Schedule 9, Part 1.  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

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

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**Deadline: Open-ended**

We are always looking for passionate and motivated people to join our dynamic team. We will call for interview once a number of applications have been received.

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For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Two satisfactory references



Church Army is proud to be a Living Wage Employer.

