



CHURCH ARMY



**Service User
Involvement Officer
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 CHURCH ARMY

We are delighted that you are interested in the role of Service User Involvement with Church Army. We 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 Service User Involvement Officer comes at an exciting time of growth and development at the Marylebone Project, as we continue to holistically support and empower women.

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



EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

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 GRACEUP values:

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

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.

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

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.

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.

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 General Manager, Phillipa Middleton. 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 commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The accommodation based support service we offer is 24-7 with our drop-in expanding to 24-7 in the coming months too.

"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



SERVICE USER INVOLVEMENT OFFICER

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 Service User Involvement Officer, you will establish, facilitate and deliver a range of service user 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.

JOB DESCRIPTION

Job Title:	Service User Involvement Officer
Location:	Marylebone Project, Westminster London
Responsible To:	Centre Team Leader
Responsible For:	Service User Involvement
Purpose:	To establish, facilitate and deliver a comprehensive structure of service user involvement opportunities.
Objectives:	<ol style="list-style-type: none">1. To support the delivery of a comprehensive range of service user involvement opportunities and mechanisms.2. To develop formalised and recognised qualification possibilities for women engaged in service delivery.3. To ensure that service users have the mechanisms to be integral to service delivery for the Marylebone Project.4. To produce high quality reporting and Key Performance Indicators of Service User Involvement activities within the Marylebone Project.5. To work to deliver outstanding services and outcomes for the service users of the Marylebone Project.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.

KEY TASKS:

- 1. To support the delivery of a comprehensive range of service user involvement opportunities and mechanisms.**
 - 1.1 Facilitate and actively promote a programme of service user involvement activities and volunteering opportunities which serves to enhance a service user's experience and wellbeing.
 - 1.2 Empower the women to have their voices 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 Service User interview panels.
 - 1.3 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.

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

5.1 Ensure that the service users 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 service users 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.

Marylebone Project



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



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
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS		
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	<ul style="list-style-type: none">Application FormInterview & Selection ProcessPre-employment checks (e.g. references)
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.		
Evidenced negotiating and networking skills		
To have active knowledge of local and national community involvement strategies and policies.		
In sympathy with the values and ethos of the Marylebone Project.		

SKILLS AND ABILITIES

Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with services users and stakeholders		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
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.		
ATTRIBUTES		
Passion for working with vulnerable women and providing outstanding service.		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process
Resilient, approachable and friendly		
OTHER		
Willingness to take direction and instruction as part of working as a team.		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
The successful candidate will be required to embrace and work within the aims and objectives of Church Army and the Marylebone Project.		
Willingness to work unsociable hours, including evenings, nights and weekends.		



OUTLINE TERMS AND CONDITIONS

Salary	£28,386 per annum
Location	Marylebone, London
Hours	40 hours a week. You will work a shift rota which will include early, late and weekend shifts. Other times and shifts may be required as per the Project needs.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you 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	This post is subject to an enhanced police check with Disclosure and Barring Services (DBS). All staff are expected to comply with safeguarding policies & procedures.
Probation Period	The post is subject to a six-month probationary period
Contract Type	Full-time, open-ended.
Occupational Requirement	<p>*Positions are exempt under the Equality Act 2010, Schedule 9, Part 1.</p> <p>Physical requirement: 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 listed 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>

APPLICATION PROCESS

To apply, please submit an application form which is available to download from our website: www.maryleboneproject.org.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: Monday 12th July 2021 at 08:00am.

Interview date: Wednesday 21st July 2021.

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



Church Army is proud to be a Living Wage Employer.