



Resettlement Manager (Maternity Cover) 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 that you are interested in the role of Resettlement Manager (Maternity Cover) with Church Army, I hope that as you read through this job pack you get a clearer sense of who we are.

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.

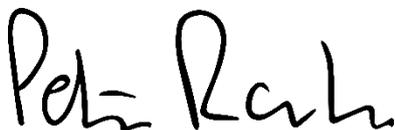
The work of Church Army makes a real difference in people's lives. Every role offers the opportunity contribute to making our vision a reality. The work that you do with Church Army really will make a difference, and we are thankful for every one of our committed and passionate staff. Our GRACEUP values are at the heart of all that we do across Church Army, in our work and in our relationships. They serve as cultural cornerstones, compass points and anchors. In joining Church Army, you will belong to a community of remarkable people who are proud to do what they do. Together we work hard to make sure our team know that they are valued for their contributions and moreover valued for who they are.

This is an exciting time to join us. As we implement our DARE strategy Church Army is growing its frontline work and growing 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 evangelists live in local communities sharing faith, and empowering & equipping the local church in mission and evangelism. In Marylebone London, we run the biggest women's only hostel and the only 24/7 emergency drop-in centre in the UK. Marylebone 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, which is a hostel for homeless young people. Elsewhere one of our Projects 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.

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

Yours,



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 the largest range of service in the UK for women experiencing homelessness. We are proud to offer a 24-7 drop in for rough sleeping or vulnerably housed and at risk women; 112 long- and short-term beds to homeless women at whatever stage of their journey; therapeutic, meaningful, education, employment and training opportunities and 2 Social Enterprises - all shaped by and focussed on our 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.

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. 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. We are proud to offer our services 24-7-365.

"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 RESETTLEMENT MANAGER

Our Resettlement Manager is part of the management team at the Project, responsible for overseeing and managing our Resettlement service. This consists of 83 bedspaces for women with low to medium support needs, for a target period of 12 months, supporting them into independent living.

The service supports women, in conjunction with partners, to facilitate step down move on for women into independent living in a holistic way to achieve sustainability. The service also offers follow up support for those who have moved on, and so the post holder will be responsible for this service too.

The successful candidate will manage our Resettlement Team and will also support volunteers and duty workers providing additional support. You will be responsible for ensuring that the service delivers outstanding results and reports to promote and secure funding opportunities.

You will need to be a compassionate, creative, pro-active go-getter, who is motivated by helping others and working together to provide fantastic support and services. You will need to be a leader who models our values, inspires, and gets the best out of people. If you are an excellent manager able to work flexibly and cope with conflicting demands and take responsibility for developing and improving the functions within their department, then this is the role for you.

You will need to be a strong team player who can professionally represent the Project, able to live out our values and help set the culture for the staff, as well as contributing to the shared responsibilities of the management team.

The successful candidate will be joining a dynamic, creative Project and staff team passionate about delivering outstanding services. You will be joining us at a fantastic time of growth and change as we enhance and strengthen our service provision.

Phillippa Middleton, General Manager for the Marylebone Proje

JOB DESCRIPTION

Job Title:	Resettlement Manager (Maternity Cover)
Location:	Marylebone Project, Westminster London
Responsible to:	Operations Manager
Responsible for and relating to:	Resettlement Team, and with other managers, the wider management and leadership of the Project.
Purpose:	Strategic development, management and leadership of the Resettlement Service to provide outstanding accommodation-based services and follow up support to women.
Objectives:	<ol style="list-style-type: none"> 1. Provide line management and leadership to the frontline staff delivering these services. 2. Set the strategic direction of the Resettlement service, considering their role within the Marylebone Project as well as their position within the housing sector. 3. Maintain and create key partnerships with working partners, housing associations and private landlords. 4. Ensure a high quality of service for the users of the Project. 5. Provide and oversee tenancy management for the Resettlement Service. 6. Ensure fair access and inclusion for all service users. 7. Together with other members of the Management Team, take joint responsibility for the management of the Project.

RESPONSIBILITIES AND KEY TASKS:

- 1. Provide line management and leadership to the frontline staff and volunteers.**
 - 1.1. Provide effective line management and supervision of the Resettlement Workers, and volunteers as relevant.
 - 1.2. Ensure the staff and practices comply with all Church Army policies and procedures, as well as creating and reviewing policies and procedures when needed.
 - 1.3. Be responsible for ensuring effective service delivery is maintained at a high standard.
 - 1.4. Provide training to staff and volunteers as required.
 - 1.5. Ensure training and development plans are in place for staff.
 - 1.6. Ensure team meetings take place on a regular basis.
 - 1.7. Foster and promote a healthy and open working culture within the team.

- 2. Set the strategic direction of the Resettlement service, considering the role within the Marylebone Project as well as its position within the housing sector in Westminster.**
 - 2.1. Maintain up to date knowledge of the needs of homeless women in Westminster.
 - 2.2. Maintain up to date knowledge of the provision of housing services to women in Westminster (including Psychologically Informed Environments (PIE), legislation and government policy).
 - 2.3. Use knowledge of sector at local and national level to influence the future provision of services.
 - 2.4. Maintain up to date knowledge of the barriers to engagement, and recovery for women and identify new ways of working to ensure women continue to receive a high level of support with realistic and achievable options for move-on.
 - 2.5. Work closely with commissioners and partner agencies to deliver high quality services in a strategic and monitored manner.

- 3. Maintain and create key partnerships with working partners, service providers and stakeholders.**
 - 3.1. Develop and sustain good working relationships with the above.
 - 3.2. Identify and secure opportunities for new partnerships and support options in line with service delivery requirements.
 - 3.3. Use multiple and effective methods of communication to keep stakeholders informed of Resettlement services and outcomes.
 - 3.4. Regularly present on the work of the Project to a wide range of audiences.
 - 3.5. Attend and positively represent at Forums and Networking events as relevant to the role and management of the services.

4. Ensure a high quality of service for the users of the Resettlement Service.

- 4.1. Work to ensure the service delivers the highest standards of service delivery within the framework of Psychologically Informed Environments (PIE).
- 4.2. Effectively work to achieve targets.
- 4.3. Ensure a high level of participation amongst service users to contribute to standard setting.
- 4.4. Ensure provision of a safe, secure and hospitable environment to service users.
- 4.5. Ensure residents meetings and managers forums take place regularly.
- 4.6. Conduct and facilitate regular auditing, reviewing and action planning of support to ensure highest service standards are achieved.
- 4.7. Ensure a high level of data quality is achieved with our Client Record Management systems and files.
- 4.8. Conduct regular monitoring and evaluation of services, identifying areas for improvement and implementing effective remedial actions.
- 4.9. Devise and compile Policies and Procedures in line with Project needs, both individually and as a team.
- 4.10. Set internal team action plans and targets to facilitate outstanding service delivery.
- 4.11. In line with strategic direction of the Project, produce reports and target indicators to Senior Leadership Team as required.
- 4.12. Produce reports for stakeholders and internally as required.

5. Provide and oversee tenancy management for Resettlement service users.

- 5.1. Work to ensure occupancy rate and void turnaround targets are met within the Service.
- 5.2. Ensure maximum revenue collection for the residents within the Support Service via Universal Credit, Housing Benefit and Personal Share by managing processes and protocols.

6. Ensure fair access and inclusion for all service users.

- 6.1. Ensure a fair, timely and appropriate referral process is followed at all times.
- 6.2. Ensure accurate and timely communication with referral agencies in relation to vacancies, referral status and void reduction.
- 6.3. Oversee fair and empowering resettlement options and opportunities for our women.
- 6.4. Manage the follow up support processes offered, ensuring women are thriving and sustaining tenancies, and settled into their new community with peer and staff support.
- 6.5. Undertake reviews and case studies as appropriate.

7. Together with other members of the Management Team, take joint responsibility for the management of the Project.

- 7.1. Coordinate and chair meetings and take minutes as required.
- 7.2. Contribute effectively to the overall management of the Marylebone Project, adopting lead areas of responsibility as required by the service.
- 7.3. Manage feedback and complaints as required.
- 7.4. Undertake personnel wellbeing and HR related processes as required.
- 7.5. Play an active role in the On-Call management rota as required.
- 7.6. Ensure effective teamwork is maintained.
- 7.7. Identify staff and volunteer roles, work with colleagues to formulate job descriptions and promote accordingly.
- 7.8. Play an active role in staff recruitment for the Project.
- 7.9. Supervise and recruit volunteers as required.
- 7.10. Undertake the role of Deputy Safeguarding Lead for the Project, adhere to recognised safeguarding protocols and maintain communication with external safeguarding services.

General:

- Undertake any such duties as are commensurate with the post at the direction of the Operations Manager or senior management.
- Be active as a member of the management team and leader of the Resettlement team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the Project.
- Attend an annual appraisal and regular one to ones with your line manager or assigned delegate.
- 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 outlined 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

As a responsible employer we value the importance of professional formation 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 1-2-1s with your line manager and all the support that comes from being part of a national charity and a loving community

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:

Knowledge & Understanding

- Up to date knowledge and research of the current homeless sector.
- Good up to date knowledge of the welfare system, and national homelessness strategies.
- Demonstrable understanding of statutory compliances and standards such health and safety, equal opportunities, data protection, particularly within a residential setting.

Experience

- Experience of working as a leader or manager within a supported accommodation service for vulnerable people service.
- Experience of housing management and standard setting and compliance within this environment.
- Demonstrable evidence of managing and delivering effective supported accommodation service for service users with low - medium support needs.
- Working experience of staff management.
- Managing safeguarding cases.
- Managing change, including delivering difficult messages with positive outcomes.
- Experience of setting and managing SMART targets, quality controls and standards.
- Proven working experience of contract monitoring and management.
- Experience of analysing and using data to manage the performance of a team.
- Experience of managing void loss and meeting void turnaround targets
- Experience of Housing Benefit and Universal Credit and managing arrears
- Experience of effective meeting coordination, leadership and subsequent action planning.

Skills

- Good presentation skills.
- Effective time management and balancing of competing priorities.
- Proven ability to identify and establish relevant working partnerships.
- Ability to identify and use different methods of communication.
- Evidenced ability to identify service improvement areas, analyse and effective action plan.
- Proven Project Management skills.

- High MS Office and database functioning, and financial literacy and numeracy.

Attributes

- Passionate about providing outstanding services.
- Passionate about helping vulnerable women.
- A flexible, positive team player.
- In sympathy with the ethos and objectives of Marylebone Project & Church Army.
- Willing to work flexible, including weekends as required by the working pattern.
- Willing to be subject to an enhanced DBS check and undertake all necessary safeguarding training.

Desirable:

Knowledge & Understanding

- Working knowledge of Psychologically Informed Environments, and service implementation.
- Up to date knowledge of the causes, challenges and service provision for homeless women.

Experience

- Volunteer management.
- Setting and influencing strategy.
- Safeguarding Case Lead experience.

Skills

- Working experience and abilities in Salesforce Client Record Management systems.
- Working knowledge and skills in securing and devising Service Level Agreements and Working Partnership Agreements.

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 in public.

For this role, you must be willing to work some evenings and weekends and have a flexible approach to accommodate the needs of the Project (*as relevant*).

OUTLINE TERMS AND CONDITIONS

Salary	£38,602 per annum
Location	Marylebone Project, Westminster, London
Hours	40 working hours per week (full-time) Normally Monday to Friday but working one weekend in five.
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	33 days per annum, inclusive of bank holidays. As the Project is 24/7, this role will require some evening, weekend and bank holiday working, as per service need.
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	The post is subject to a six-month probationary period.
Contract Type	Full-Time, Fixed-Term (12 months Maternity Cover)
Occupational Requirements	<p>Due to the responsibilities of the role there is an occupational requirement under the Equality Act 2010 that the post holder is female.</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 listed building, over seven floors. 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.</p>

	The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.
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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.



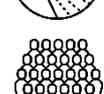
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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

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 23rd May 2022 at 9am

Interview date:

Week commencing 30th May 2022

What to expect from our Recruitment Process:

- Upload your completed application form on our website, or email it to recruitment@churcharmy.org
- 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

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