



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

# Resettlement Worker

**Application Pack**



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# FROM OUR CEO

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I'm delighted you are interested in the role of Resettlement 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**





# **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 RESETTLEMENT WORKER**

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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.

As a Resettlement Worker you will be supporting homeless women to gain the skills needed in order to live independently; our clients are expected to be with us for no more than 2 years and the main route into independent living will be PRS(Private Rented Sector). You will be carrying out a variety of workshops to support the clients to gain the skills needed and use our internal and external partners to help our clients get back into work or education. You will also be supporting the women to understand financial responsibilities, paying rent, bills, council tax and applying for benefits.

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. You will need to be a strong team player, with excellent communication skills and able to work well with others. You will be part of a fantastic team, being one of five Resettlement Workers holding a caseload of women, with the focus on resettlement and preparing for independence.

This role is part of a much larger Project, so here you have the opportunity to work alongside and support your colleagues working with our women focussing on reflection, recovery, training, employment at all stages of their journey out of homelessness.

At the project, we serve our women as a community, all pulling together and celebrating life's joys and sharing and supporting through hardship. If you are a resilient, compassionate person, with a strong passion and dedication for serving others, whilst being a positive, pro-active team player in an environment of openness and laughter, this role is for you.

*Malene Jensen, Resettlement Manager*







# **JOB DESCRIPTION**

<b>Job Title:</b>	Resettlement Worker (Female*)
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	Resettlement Manager
<b>Relating To:</b>	Resettlement Team, and all Marylebone Project team
<b>Purpose:</b>	To provide effective and high-quality resettlement support to service users of the Marylebone Project. To work collaboratively to provide the Marylebone Project service users a holistic and effective support service within a Psychologically Informed Environment (PIE).
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Provide a high-quality, person-centred Resettlement service to service users with a range of low to medium needs.</li> <li>2. Assist in the provision of safe and secure accommodation.</li> <li>3. Work collaboratively at all times professionally, responsibly, and diligently.</li> <li>4. Provide tenancy management and support.</li> <li>5. Support the referral process within the Marylebone Project</li> <li>6. Ensure data is managed and handled appropriately and effectively communicated.</li> </ol>

## **RESPONSIBILITIES AND KEY TASKS:**

### **KEY TASKS:**

#### **1. Provide a high-quality, person-centred Resettlement support to service users with a range of low to medium support needs**

1.1 Use motivational and asset-based interviewing techniques to interview, assess and create support plans and risk assessments that address the needs of service users.

1.2 Assess service users' clinical risk and identify steps to reduce the likelihood and effect of these risks, always working to safeguard service users.



1.3 Conduct regular reviews of Support Plans and risk assessments as required by the Marylebone Project.

1.4 Take a positive, innovative, and creative approach to working with service users with complex needs and challenging behaviour.

1.5 Take a pro-active approach in multi-disciplinary support required for service users.

1.6 Identify, maintain, and develop relationships with external agencies where required as well as accompanying service users to off-site appointments.

1.7 Provide holistic support to empower women into independent living.

1.8 Work within a trauma informed, Psychologically Informed Environment framework.

1.9 Respond to the needs of service users appropriately on a day-to-day basis.

1.10 Provide housing advice and move-on preparation and process support.

1.11 Contribute to the delivery of the Resettlement Services' Follow Up support.

1.12 Facilitate service user involvement in the development of the service and participation in meaningful activities. Co-ordinate meetings, workshops, training, and forums.

## **2. Assist in the provision of safe and secure accommodation**

2.1 Work within the Project's ethos and Psychologically Informed Environment Approach.

2.2 Be familiar with, and work to, the Church Army and Marylebone Project procedures to ensure the health and safety of service users and staff.

2.3 Report all repairs, housekeeping, and maintenance issues to those responsible.

2.4 Handle, record, and report incidents in accordance with agreed policies and procedures.

## **3. Always work collaboratively professionally, responsibly, and diligently**

3.1 Share relevant information about service users with all necessary internal and external teams in a timely and polite fashion.

3.2 Ensure appropriate content and context of communication within the team and organisation.

3.3 Represent the Marylebone Project when working with external agencies and

partners with professionalism.

3.4 Communicate clearly and respectfully with colleagues.

3.5 Use existing systems to facilitate good communication between the organisation's teams.

3.6 Contribute to statistics/data collection, monitoring and evaluation.

3.7 Be an active participant in the team and work collaboratively with colleagues.

3.8 Listen, act and respond to feedback from any colleague or stakeholder in the spirit of teamwork and growth.

#### **4. Provide tenancy management and support**

4.1 Contribute to meeting and exceeding targets as required.

4.2 Contribute to ensuring maximum revenue collection for the service users within the Project by managing the following:

- a. timely application of all welfare benefit and financial support
- b. awareness of benefit changes and eligibility
- c. awareness of how employment can affect benefit awards.
- d. effective debt management

4.3 Complete referrals and applications with service users as required.

#### **5. Support the referral process within the Marylebone Project**

5.1 Contribute to the timely screening of referrals, passing to the colleagues where appropriate.

5.2 Contribute to the accurate and timely communication with referral agencies in relation to vacancies and referral status.

#### **6. Ensure data is managed and handled appropriately, and effectively communicate**

6.1 Understand and apply GDPR and confidentiality policies and internal policies regards the sharing of information.

6.2 Update service user record files with all relevant information as instructed. Ensure service user notes are comprehensive, factual, and relevant.

6.3 Handle and record incidents in accordance with agreed policies and procedures.

6.4 Maintain a good working knowledge of homelessness issues and be able to offer advice to people who call at the Project in person, email or by telephone.



6.5 Ensure a high standard of customer service is upheld, and communal areas are clean, tidy, relevant, and welcoming.

6.6 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.

6.7 Ensure a high level of quality is achieved within Project records and databases.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the line manager or their senior.
- 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. The requirements have been co-produced with a current resident as they are the experts in what they would need from a new Resettlement Worker. We highly value their views and thoughts and therefore essential that you are also holding these skills.

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>Knowledge, qualifications and understanding</b>	
Demonstrate an understanding of statutory compliances and standards such health and safety, equal opportunities, confidentiality, GDPR, particularly within a residential setting.	Working knowledge and experience of working with Salesforce systems
Demonstrate ethical and professional behaviour, empathy and sense of urgency, and resilience whilst working with a vulnerable client groups.	
Up to date knowledge around the challenges faced by homeless women, including trauma and coping with transition.	
Knowledge around related policies.	
Understanding of effective voids and arrears management, including financial support, with up-to-date knowledge around the welfare benefit system.	
Understanding of Safeguarding vulnerable adults.	
<b>Experience</b>	
Experience of working with vulnerable people in a Support Worker role or equivalent	Experience working with EEA and non-EEA client groups
Experience of supporting clients moving into independence	Experience in a role requiring a high level of customer service

Experience of effective externally and internally partnership working	Experience of delivering and facilitating presentations and activity sessions
	NVQ level 3 in Health and Social care
<b>Skills</b>	
Ability to use empathy, reflection and critical thinking together with interpersonal skills to engage with a diverse client group	
Ability to see the potential in people and to include the clients in various aspects of the project; volunteering internally and externally, looking for opportunities for them to grow and build skills	
Passion for working with vulnerable women and providing an outstanding service	
A team player who enjoys a challenge, can take a lead and is confident in approach and able to work on own initiative	
Ability to motivate others to engage in meaningful activities	
Ability to develop good relationships and rapport with clients and stakeholders, especially the local community	
Skilled at employing a motivational interviewing/PIE approach to assessments and Support planning	
Ability to effectively risk assess within a dynamic fast paced environment	
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	
Ability to use different methods of communication appropriately	
Ability to understand internal and external policies and practices and to apply/implement these in practice	
Ability to respond to various influential contexts internally as well as externally	
<b>Attributes</b>	
Ability to show and demonstrate integrity	
Ability to working with a diverse group of clients, ability to treat people with dignity and compassion, a self-awareness on how to manage personal biases	

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.

For this role, you must be willing to work a variety of shifts as directed by the rota and the needs of the organisation, and have a flexible approach to accommodate the needs of the 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

Salary	£33,158 per annum.
Location	The Marylebone Project, Westminster, London.
Hours	Average 40 hours a week on a five-week rota. Normal working pattern will be working across early and late shifts & working 2 weekends out of 5. Working hours and rotas are subject to change by the organisation as required, based on operational/service need, though we try not to do this frequently. Some flexibility in working hours is expected.
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.
DBS	This post is subject to an enhanced DBS (Disclosure and Barring Service) check and compliance with safeguarding policies and procedures. Safeguarding training will be required.
Probation Period	6 months
Contract Type	4 weeks (after successful completion of Probation Period)
Occupational Requirement	Due to the responsibilities of the role, there is an occupational requirement under the Equality Act 2010 that the post holder is female.  The Marylebone Project is based over two sites, 100m apart, up to 7 floors, and the job regularly involves walking throughout and between both sites. 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.

# 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.

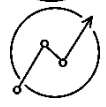
See our [We Are Church Army](#) video.

## 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.



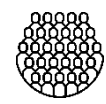
**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**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) and from the advert for this post.

For more information about the role, please contact Malene Jensen (Resettlement Manager) on 07385 006 883 or [malene.jensen@churcharmy.org](mailto:malene.jensen@churcharmy.org)

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

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**Deadline: Sunday 12<sup>th</sup> of May 2024**

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**Interview date:** We will be actively interviewing for this post; this means that this job may be withdrawn before the advertised closing date.

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