



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

SANCTUARY ADVICE WORKER

(Violence Against Women and Girls Specialist)

CONTENTS

THE MARYLEBONE PROJECT	3
Violence Against Women and Girls Specialist.....	5
ROLE DESCRIPTION.....	7
ROLE REQUIREMENTS	11
OUTLINE TERMS AND CONDITIONS	14
WHAT MAKES US CHURCH ARMY	15
APPLICATION PROCESS	16



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



Violence Against Women and Girls Specialist

At the Marylebone Project, we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. We are in an exciting time of change and development as we develop the mission and work at the Project. Having looked at the great need for intentional work for women who have experienced violence, we are seeking to establish the new role of Sanctuary Advice VAWG Worker. You will have the privilege of providing impartial and confidential information, advice, and guidance to service users about a variety of topics which include housing and employment. You will work within a dynamic, fast paced environment to provide person centred crisis intervention, advocacy and support that empowers women and ensures that the voice of survivors informs every stage of their journey towards improved safety.

Empowering our women is at the heart of what we do, and this role will enable you to do that to the full, ensuring that service users are aware of their choices and options, linking them in and signposting to specialist services. You'll explain the options available to the people you work with, helping them to make informed choices about their future. Part of your role will also include managing a caseload of service users who may have complex needs and challenging behaviour. You will provide person centred support, enabling service users to achieve their goals and working closely with them to address their difficulties and move on into stable housing.

This role becomes available at a time of great change and development, as we increase the drop-in service from 5 mornings a week to 24/7 cover. You will be part of a team coordinating and facilitating our Drop-in Service for rough sleepers, providing them with a range of services including food provision; laundry; showers; clothing and housing, welfare rights and medical health care clinics. The Sanctuary team are dynamic and creative, working within a psychologically informed approach to draw out the strengths of women to empower into independent living. Therefore, you need to be someone who is a strong team player with excellent communication skills and able to work well with others. 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. If this all sounds like you, we would love to welcome you to join us on this incredible journey.

You should be an excellent communicator and understand the importance of recording and sharing key information. You will undergo training throughout your time in post and this will support you to do your job effectively. You may not have experience in this area but a willingness to learn is key. You will be patient, empathetic and eager to learn and develop while facing new challenges head on. You will also understand the complexities and challenges of homelessness and how these may affect women differently.

Semhar Rota, Deputy Centre Manager



ROLE DESCRIPTION

Job Title:	Sanctuary Advice Worker (Violence Against Women and Girls Specialist)
Location:	Marylebone Project, Westminster London.
Responsible To:	Deputy Centre Manager.
Purpose:	Work alongside women who have experienced any form of Violence Against Women and Girls (VAWG), providing medium and long-term practical, emotional and advocacy support.
Objectives:	<ol style="list-style-type: none"> 1. Provide quality, person-centred advice and support. 2. Provide holistic support to a caseload of women at risk who access the Sanctuary, signposting service users to the relevant services that will address their needs. 3. Assist in the provision of our drop-in within a safe, secure, psychologically informed environment. Meeting the basic needs of the clients by providing food, warmth, shelter, showering facilities, meaningful activities, and safety. 4. Provide up to date housing advice and guidance to low-to-high support service users. Signposting them to the relevant specialist services in order for them to access stable accommodation. 5. Ensure effective and robust data collection. 6. Provide tenancy management and support for residents in the Emergency Beds.

RESPONSIBILITIES AND KEY TASKS:

1. **Provide a high-quality, person-centred support service to survivors of violence and sexual abuse.**
 - 1.1 Use motivational and asset-based interviewing techniques to interview, assess and create support plans that address the needs of service users. Support the survivor to identify outcomes and actions and develop, monitor and review comprehensive action plans.
 - 1.2 Conduct crises intervention carrying out an initial assessment of risk and safety planning with each client. Refer high risk cases to the MARAC (multi-agency risk

assessment conference) and to its respective IDVA service. Deal, proactively with immediate safety issues will be dealt with at this point.

- 1.3 Conduct high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights and other appropriate interventions.
 - 1.4 Advise women of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.
 - 1.5 Manage lived experience in a boundaried and professional manner.
 - 1.6 Work within the parameters of the Marylebone Project's policies and procedures.
- 2. Provide holistic support to a caseload of women who access the Sanctuary, signposting service users to the relevant services that will address their needs.**
- 2.1 Set up the drop-in space, in particular:
 - Preparing breakfast
 - Providing a stock of toiletries for the shower facilities
 - Maintaining stocks of all items needed in the drop-in
 - Keep reception tidy and stocked with updated information on services provided
 - 2.2 Create an atmosphere of welcome and respect in a Psychologically Informed Environment.
 - 2.3 Listen to service users' requests and sign post them to the appropriate service(s) needed.
 - 2.4 Monitor and supervise the reception area making sure that all service users respect our policy with regards to acceptable behaviour, keeping the Centre a safe place.
- 3. Assist in the provision of our rough sleepers Drop - in within a safe, secure, trauma informed environment. Meeting the basic needs of the clients by providing food, warmth, shelter, showering facilities, meaningful activities and a safe place to sleep.**
- 3.1 Work within a Psychologically Informed Environment approach and strive to meet targets and deliver results.
 - 3.2 Be aware of the Church Army and Marylebone Project procedures to ensure the health and safety of service users and staff.
 - 3.3 Report all repairs, housekeeping, and maintenance issues to those responsible in a timely manner.

- 3.4 Handle, record, and report incidents in accordance with agreed policies and procedures.
- 3.5 Maintain a safe and secure environment for service users and staff by conducting health and safety checks throughout the early, late and night shifts, checking that doors are secure and ensuring that Fire Exits are not locked/blocked.
- 3.6 Ensure all rooms within the Centre are left in a clean and tidy manner.
- 3.7 Set up and pack away equipment as required.
- 3.8 Be alert at all times for any disturbances and suspicious behaviour
- 3.9 During the night shift, take on full responsibility for the drop in.
- 3.10 During waking night shifts you are to provide support to service users, resolving any issues or incidences that may arise.

4. Provide up to date housing advice and guidance to low-to-high support service users. Signposting them to the relevant specialist services in order for them to access stable accommodation.

- 4.1 Understand and apply data protection policies and internal policies regards the sharing of information about staff, service users and/or the organisation.
- 4.2 Maintain update client record files as necessary with contact, support, and risk information throughout the early, late and night shift. Ensure service user notes are comprehensive, factual, and relevant.
- 4.3 Handle and record incidents in accordance with agreed policies and procedures.
- 4.4 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.
- 4.5 Ensure a high standard of customer service is upheld, and communal areas are clean, tidy, relevant, and welcoming.
- 4.6 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.

5. Ensure effective and robust data collection.

- 5.1 Work with the Centre Managers to ensure all monitoring and evaluation for the project is accurate and fully maintained, and keep managers informed of any issues and successes.
- 5.2. Ensure that case recording and monitoring systems are kept up to date and secure, and write internal and external reports where required, including for safeguarding conferences, team meetings, managers and others.

6. Provide tenancy management and holistic support for service users in the Emergency Bed Services.

- 6.1 Contribute to the accurate and timely communication with referral agencies in relation to vacancies in the emergency bed and referral status.
- 6.2 Contribute to the timely screening of referrals.
- 6.3 Complete referrals and applications with service users as required.
- 6.4 Ensure maximum revenue collection for the residents within the emergency bed service which includes:
 - Timely application of Housing Benefit for new residents
 - Awareness of benefit changes and eligibility
 - Awareness of how employment can affect benefit awards
 - Effective debt management.
- 6.5 Work to ensure occupancy rate and void turnaround targets are met within the Service.
- 6.6 Ensure that void rooms are cleaned and prepared for occupancy in a timely manner.

General:

- To undertake any such duties as are commensurate with the post at the direction of the Centre Managers), or their senior.
- To be active as a member of the wider Marylebone Project team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team and Project.
- To attend an annual appraisal and regular one to ones with your line manager.
- To undertake any training 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 outline 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

How will I be trained and supported?

You will receive a full induction to the work of the Marylebone Project and to your role, as well as regular reflective Practice with a Psychotherapist and regular supervision with your line manager. You will have a member of staff as a named contact who will support you and answer any queries you have. You will be given any equipment and information necessary to carry out your role. You can attend specialist IDVA/VAWG training.

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	
NVQ Qualification Level 3 minimum in Health and Social Care or equivalent or proven experience of working in the Violence Against Women / Social Care or similar fields.	Working knowledge and experience of using Salesforce.
An understanding of the challenges faced by women experiencing homelessness, and the barriers to overcoming these.	Working experience of supporting clients with Mental Health and/or Complex Needs.
An understanding of Safeguarding processes.	Experience of delivering and facilitating presentations and activity sessions.
An understanding of the benefits of working within a Psychologically-Informed Environment approach	Experience of working with EEA and Non-EEA client groups.
Commitment to promoting Equality, Diversity and Inclusion.	Awareness of General Data Protection Regulation (GDPR) and the appropriate sharing of personal and sensitive information.
Understanding of safeguarding vulnerable adults.	Experience in a role requiring a high level of quality customer service.
Demonstrate an understanding of statutory compliances and standards such health and safety, equal opportunities, data protection, particularly within a residential setting.	
Using motivational interview techniques to produce and approach referrals, needs and risk assessments and support planning in a SMART manner.	

SKILLS AND ABILITIES	
Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with services users and stakeholders	
Ability to motivate those with complex needs to engage with meaningful activities.	
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.	
Able to work on own initiative and as a part of a team, and to lead a team to achieve positive outcomes.	
ATTRIBUTES	
Passion for working with vulnerable women and providing outstanding service.	
Resilient, approachable, and friendly	
OTHER	
Willingness to take direction and instruction as part of working as a team	
The successful candidate will be required to embrace and work within the aims, objectives, and modelling the values of Church Army	
Willingness to work unsociable hours, including evenings, nights and weekends.	

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	£31,927.00
LOCATION	Marylebone Project, London
HOURS	<p>Average 40 hours a week on a five-week rota. Normal working pattern will be working across early and late shifts & working one weekend.</p> <p>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.</p>
HOLIDAY	28 days, including bank holidays, rising by one day a year to a maximum of 33 days after each full year's service. 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 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 successful completion of probation period)
OCCUPATIONAL REQUIREMENT	<p>*Positions are 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 regularly involves walking throughout and between both sites. The Bradbury House site is a list 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>

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.

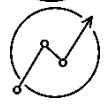
See our [We Are Church Army](#) video.

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.



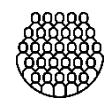
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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

Applications should be sent to: recruitment@maryleboneproject.org.uk

Deadline: July 31st 2024

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

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.
- Successful completion of a probationary period.
- Two satisfactory references.

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