



Locum Support Assistant
(female*)

Application Pack

BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

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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, Miriam Kennedy, and our Executive Manager, Amy Hull. 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 LOCUM SUPPORT ASSISTANT

As Locum Support Assistant, you will work at the Marylebone Project on an As and When basis. This means that there is no guarantee of work, and you are under no obligation to accept work offered to you. You will be responsible for ensuring that the service users of the Project receive the highest possible standard of support at all times.

You will provide cover across the Project in a number of roles including Reception, Night work, Support Services, Resettlement and the Sanctuary. The nature of the role will determine the tasks required but can include: one to one support, conducting room checks, providing assistance to service users and welcoming visitors to the Project.

At the Marylebone Project we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. In joining the team, you will need to share in our values. You will need to be someone who can work with other people unconditionally, who has 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.

Amy Hull, Executive Manager



JOB DESCRIPTION

Job Title:	Locum Support Assistant
Location:	Marylebone Project, Westminster London
Responsible To:	The employed staff within the team on duty at any given time, then the relevant Service Manager/Management Team and ultimately the Senior Leadership Team of the Project.
Relating To:	Employed staff, other Locum Support Assistants and Agency Workers.
Purpose:	As-and-when-needed assistance to the delivery of high-quality support given to the service users, residents and visitors to the Marylebone Project. You could work within a variety of different areas including supporting our Support, Resettlement, Centre or Sanctuary Team or providing Reception cover.
Objectives:	<ol style="list-style-type: none"> 1. Assist in the provision of a high quality, needs-led support service. 2. Assist in the provision of a high standard, safe and secure accommodation and drop-in services for single homeless women. 3. Maintain good communication between service users, staff and external partners. 4. Work within the parameters of the Church Army and Marylebone Project's policies and procedures.

RESPONSIBILITIES AND KEY TASKS:

1. Assist in the provision of high quality, needs-led support services.

1.1 At all times work to the job description of the role being fulfilled.

1.2 Take guidance from colleagues and service/deputy manager and complete tasks as commensurate with the role being undertaken.

1.3 Follow up and contribute to paperwork, support plans and risk assessments. Monitor and document support given to and progress made of a service user. Ensure that any support provided is handed over to the allocated Support Worker or colleague.

1.4 Assist service users to meet their needs through motivating and encouraging independence as well as identifying when service users need practical assistance and be willing to offer the support required.

1.5 Support women holistically in line with their support plans.

1.6 Support women with financial management and liaise with external support agencies such as Housing Benefit, DWP, CAB, health services, substance use services and Social Services.

1.7 Assist in the collation of statistics and evidence as required.

1.9 Follow the instruction of allocated Support Workers in the provision of specific elements of support.

1.10 Respond to requests for support when providing reception duty.

2. Assist in the provision of high standard, safe and secure accommodation and drop-in services to single homeless women.

2.1 Work within a Psychologically Informed Environment and with a trauma-informed approach.

2.2 Work within all Church Army and Marylebone Project policies and procedures to ensure the health and safety of both residents and staff.

2.3 Provide effective cover for any part of the Project as needed - our residential services, Sanctuary Drop in, meaningful activities programmes and our two social Enterprises.

2.4 Complete welfare, room and health and safety checks as necessary.

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

2.6 Report and record all incidents, behavioural changes and safeguarding concerns in line with the organisation's Policies.

2.7 Give advice and signposting to service users as needed.

2.8 Participate in the referral and assessment process.

2.9 Gather service user feedback as required.

3. Maintain good communication between service users, staff and external partners.

3.1 Share relevant information about service users with all necessary service and staff members in a timely fashion.

3.2 Communicate with staff, service users and partner organisations using a variety of methods. This includes (but is not exhaustive of) handovers, email, phone, face to face and letters.

3.3 At all times represent the Church Army and Marylebone Project with professionalism.

3.4 Attend meetings, internal and external appointments with service users where necessary.

3.5 Perform reception and administrative duties when necessary (monitor building access, answer the phone, deal with service user / customer enquiries etc.).

3.6 Attend to social enterprise customer needs and requirements, including setting up and clearing meeting rooms, if required.

3.7 Record and evidence correspondence, support and contact at all times through the organisation's systems.

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

4.1 Follow and utilise Church Army policies, procedures and documentation processes at all times.

4.2 Use relevant and appropriate forms and templates to record and present information.

4.3 Keep informed with changes and updates to the organisation's policies and procedures.

General:

- 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.
- Always Act in the best interest of the Marylebone Project and Church Army.

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. 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	Method of Assessment
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS		
Knowledge of the challenges faced by homeless people in particular homeless women.	Experience of working with vulnerable people in a support work role, including safeguarding.	<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
Working experience within a customer facing role, providing outstanding service.	Experience of working within supported accommodation.	
	Awareness of data protection law and the appropriate sharing of personal and sensitive information.	
	Experience of delivering and facilitating presentations and activity sessions.	
	Voluntary or paid experience of working in an administrative role.	
SKILLS AND ABILITIES		
An eye for detail and experience in concise report writing.		<ul style="list-style-type: none"> • Application Form • Interview & Selection Process • Pre-employment checks (e.g. references)
The ability to work without judgement or prejudice with people from a variety of backgrounds.		
Demonstrable effective de-escalation techniques. Experience of working with those presenting with challenging behaviours.		

Excellent people skills, able to work effectively with service users, colleagues and external agencies.		
Solid IT skills, possessing the ability to work with the full Microsoft Package.		
Good verbal and written communication skills.		
Able to work on own initiative and as part of a team.		
	Experience of Customer Service work.	
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 • Pre-employment checks (e.g. references)
Willingness to take direction and instruction as part of working as a team.		
Willingness to work unsociable hours.		
Possess a personal ethos in line with the aims and objectives of Church Army.		

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.

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	£13.15 per hour
Location	Marylebone Project, London
Hours	There are no normal hours of work as this is a zero hours contract. Flexibility with regard to working hours will be required. The post holder will be asked on occasions whether they are able to provide cover in respect of an unexpected vacant shift or short-term planned absence of an employee. The Church Army has no obligation to offer the post holder any work whatsoever and the post holder has no obligation to accept work if it is offered.
Pension	You will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by Church Army if you are eligible.
Annual Leave	Holiday pay is calculated based on the number of hours worked in the previous twelve weeks and paid on a quarterly basis.
DBS	This post is subject to an enhanced DBS (Disclosure and Barring Service) check and compliant with safeguarding policies and procedures. Safeguarding training will be required.
Contract Type	As and when basis.
Occupational Requirement	*Positions are exempt under the Equality Act 2010, Schedule 9, Part 1. The Marylebone Project is based over two sites, 100m apart, and the job involves walking throughout and between both sites. The Bradbury House site is a listed building, over five floors with a lift. 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. The ability to undertake these physical aspects of the role and to carry smaller items are required as essential.

We regularly review our bank staff list and those who have not undertaken any shifts will be contacted to confirm if they wish to remain on the bank list, subject to DBS checks and other mandatory training requirements.

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.



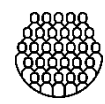
Risk-taking - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



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 and from the advert for this post.

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@churcharmy.org

Deadline: Ongoing

Monthly Assessment Dates through September, October and November 2024.

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
- Pre employment medical questionnaire
- An enhanced DBS check
- 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