



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

Application Pack

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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 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.

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 Sanctuary Advice Worker

At the Marylebone Project, we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability.

Are you a good listener, compassionate and understanding, motivated by working as part of team, an organised and gifted multitasker, experienced in working with vulnerable women and want to make a difference to the lives of vulnerable women in crisis?

As a Sanctuary Night Advice 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. 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.

We are looking for someone who will contribute to the 24/7 drop-in sanctuary centre for any women in crisis, working night shifts and therefore, willing to work unsociable hours on a regular basis. Part of your role will also include managing a caseload of service users who may have complex 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.

We are seeking a compassionate individual to join our sanctuary team, dedicated to supporting women on their journey towards independent living. Our team operates within a psychologically informed framework, harnessing creativity and dynamism to nurture the strengths of our clients.

As a candidate, you should possess exceptional communication skills and thrive in collaborative environments. You will excel in busy settings, demonstrating resilience and a genuine passion for aiding personal growth in others.

Our organizational values underpin everything we do, and we seek an individual who embodies these principles in their daily work. If you resonate with this description, we warmly invite you to embark on this meaningful journey with us.

Semhar Rota, Deputy Centre Manager

JOB DESCRIPTION

Job Title:	Sanctuary Night Advice Worker
Location:	Marylebone Project, Westminster London
Responsible To:	Deputy Centre Manager and Centre Manager
Responsible For:	Service users within the rough sleeper drop-in and our emergency beds.
Purpose:	Provide a high-quality drop-in service for rough sleeping and vulnerably housed women at risk. You will also provide advice, guidance and holistic support to a caseload of service users.
Objectives:	<ol style="list-style-type: none"> 1. Provide a high-quality, person-centred service to homeless women with a range of low to high needs within a Psychologically Informed Environment. 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. Produce person centred and high-quality documents for a caseload of clients including risk assessments, support plans and referrals relating to their needs. This includes and is not limited to, housing, employment, health and financial needs. 5. 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. 6. Provide tenancy management and support for residents in the Emergency Beds.

KEY TASKS:

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

1.1 Meet with every potential service user to assess their suitability for the Drop - in environment and to ascertain whether we will be able to meet their needs.

1.2 Provide individual casework to service users, which include writing person-centred risk assessments and support plans that are reviewed with the service user regularly, provide support in attending meetings with service users and contribute to multi-agency assessments and reviews.

1.3 Provide impartial and confidential information, advice, and guidance to service users about a variety of topics which include housing and employment.

1.4 Signpost service users to a wide range of internal and external statutory and voluntary agencies that provide information on hostel vacancies and housing rights.

1.5 Advise service users of their housing rights and make external and internal referrals to secure stable accommodation.

1.6 Provide an excellent service to rough sleepers who access the drop-in, meeting their basic needs in a holistic way. This includes providing food, clothing, toiletries and allowing them access to showering and laundry facilities throughout the early, late and night shift.

1.7 Assess service users' clinical risk and identify steps to reduce the likelihood and effect of these risks.

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

1.9 Enable service users to make informed choices about decisions regarding any aspect of their lives by providing them with accurate and accessible information.

1.10 Support service users with safeguarding concerns, enabling people to make informed choices, escalating concerns where appropriate and ensuring that the service users voice is heard throughout the process.

1.11 Work with service users with complex needs to develop circles of support that promote their independence and ensure their interests are central to decisions taken about their lives.

1.12 Ensure that all relevant administrative tasks are completed whilst updating the relevant software providing clear and accurate records throughout the early shift, late shift and the-night shift.

1.13 Take a positive, psychologically informed approach to working with service users with complex needs and challenging behaviour.

1.14 Take a pro-active approach in multi-agency support required for service users.

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

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

1.17 Produce evidence of case studies demonstrating the impact of service delivery.

1.18 Work within the parameters of the Marylebone Project's policies and procedures.

2. Provide a holistic support to a caseload of rough sleeping women who access the Centre, 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 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. Produce person centred and high-quality documents for a caseload of clients including risk assessments, support plans and referrals relating to their needs. This includes and is not limited to; housing, employment, health and financial needs.

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

4.2 Ensure that any safeguarding concerns are reported in accordance with the Church Army and Marylebone Project Safeguarding policy.

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

4.3 Represent the Marylebone Project when working with external agencies and partners with professionalism.

4.4 Communicate clearly and respectfully with colleagues.

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

4.6 Contribute to data collection, monitoring and evaluation.

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

4.8 Undertake any other duties as requested as to allow the service run without disruption.

5. 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.

5.1 Understand and apply data protection policies and internal policies regards the sharing of information about staff, service users and/or the organisation.

5.2 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.

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

5.4 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.

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

5.6 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. 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:

- Undertake any such duties as are commensurate with the post at the direction of the line manager or senior management.
- Be active as a member of the Centre team, and wider Marylebone Project, 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 outlined in the Staff Handbook and on Church Army's myHRtoolkit system.
- Serve as an exemplary representative, and act in the best interest, of Church Army & the Marylebone Project 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	Desirable
EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS	
Paid experience of working with vulnerable people and those with complex needs in an Advice and Guidance or Support Worker role. (or equivalent)	Working experience of supporting clients with Mental Health and/or Complex Needs.
Experience of providing Advice, Guidance and information (IAG) to vulnerable adults.	Level 3 Award in Information, Advice and Guidance or equivalent.
Experience of managing a caseload of service users with low to high support needs. Creating and updating all relevant documents such as risk assessments and support plans	NVQ Qualification Level 3 minimum in Health and Social Care or equivalent.
An understanding of effective voids and arrears management, including financial support, with up-to date knowledge of the welfare benefit system.	Working knowledge and experience of Salesforce systems.
Experience of working with clients in a trauma-informed way with proven effectiveness.	Experience of working with EEA and Non-EEA client groups.
Understanding of safeguarding vulnerable adults.	Awareness of General Data Protection Regulation (GDPR) and the appropriate sharing of personal and sensitive information.
Demonstrate an understanding of statutory compliances and standards such health and safety, equal opportunities, data protection, particularly within a residential setting.	Experience in a role requiring a high level of quality customer service.
Using motivational interview techniques to produce and approach referrals, needs and risk assessments and support planning in a SMART manner.	Experience of delivering and facilitating presentations and activity sessions.

Knowledge of Psychologically Informed Environments (PIE).	
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.	

OUTLINE TERMS AND CONDITIONS

Salary	£31,927 per annum
Location	Marylebone Project, Westminster, London
Hours	Averaging 40 hours per every week: Five weeks rolling rota 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	224 hours (Equivalent of 28 days, inclusive of bank holidays), rising by 8 hours (one day) per year to a maximum of 264 hours (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
Notice Period	4 weeks (after Probation Period)
Contract Type	Full-time, open-ended.
Occupational Requirement & Physical 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

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

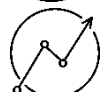
Everything we do is underpinned by our GRACEUP values:



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.



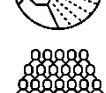
Accountable - We are accountable to God and others, and we want to be reliable and responsible to high professional standards.



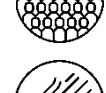
Collaborative - We are committed to partnering with others who share our values; we believe collaboration enhances the potential and outcomes of our work.



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

For more information about the role, please contact the Deputy Centre Manager on Semhar.Rota@churcharmy.org

Applications should be sent to: recruitment@churcharmy.org

Deadline: Monday 30th September 2024 at 8am.

Interview date: Monday 7th October 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.
- 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