



# EET and Client Involvement Worker

**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

# **CONTENTS**

THE MARYLEBONE PROJECT .....	3
THE ROLE OF EET WORKER .....	5
JOB DESCRIPTION .....	7
ROLE REQUIREMENTS .....	13
OUTLINE TERMS AND CONDITIONS .....	19
WHAT MAKES US CHURCH ARMY .....	20
APPLICATION PROCESS .....	21



# 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. 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

We currently employ around 40 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 EDUCATION, EMPLOYMENT AND TRAINING/ CLIENT INVOLVEMENT WORKER.**

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At the Marylebone Project, we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. As a Client Involvement Worker, you will establish, facilitate and deliver a range of involvement opportunities. You will forge relationships with external agencies to provide a range of exciting opportunities for the women you support.

We value the voices and feedback of the women who use our services, you will have the exciting task of encouraging the women to have their voices heard at every level of the organisation. Whether it be at policy writing groups, board meetings or residents' meetings. Within this role you will be required to provide exemplary support to the women we serve, supporting them in their journey to towards independent living. This role plays an integral part in developing life and employability skills whilst providing opportunities for involvement and ultimately job procurement. You will gain varied experience developing a revitalised service, one which serves and works with our women.

This role works with all departments of the Marylebone Project, and will develop exciting new relationships with external partners, and creating work and training related opportunities for women.

You will build relationships with a range of stakeholders in order to provide learning and employment opportunities for our women. You will create and deliver a range of educational courses, vocational activities, and Life skills Programmes to equip our women with the skills needed for employment.

The ideal candidate will possess effective communication and interpersonal skills and able to work well with others. 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. The nature of the role means that you will be working in a fast-paced environment, so 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.

*Sarah Hancock, Centre Manager*



# JOB DESCRIPTION

<b>Job Title:</b>	Education, Employment and Training and Client Involvement Worker
<b>Location:</b>	Marylebone Project, Westminster London
<b>Responsible To:</b>	Centre Manager
<b>Relating To:</b>	Centre Team, all staff and service users at The Marylebone Project.
<b>Purpose:</b>	<ul style="list-style-type: none"> <li>To Establish, facilitate and deliver a comprehensive range of client involvement opportunities.</li> <li>To cultivate opportunities for women to reach their potential through education, employment and holistic activities. To elevate, educate and empower women.</li> </ul>
<b>Objectives:</b>	<ol style="list-style-type: none"> <li>1. Work to deliver outstanding services and outcomes for the service users of the Marylebone Project.</li> <li>2. Provide a safe and welcoming learning environment for service users and operate within the overall philosophies and ethos of Church Army.</li> <li>3. Compile data for the Key Performance Indicators of all activities within the Marylebone Project.</li> <li>4. To coordinate and facilitate a range of innovative programmes to equip women with the skills needed for employment and education.</li> <li>5. To develop formalised and recognised qualification possibilities for women engaged in service delivery.</li> <li>6. To ensure that service users have the mechanisms to be integral to service delivery for the Marylebone Project.</li> </ol>

## RESPONSIBILITIES AND KEY TASKS:

1. Work to deliver outstanding services and outcomes for the service users of the Marylebone Project.
  - 1.1 Provide a holistic range of opportunities to enhance long-term outcomes for women.
  - 1.2 Coordinate and support the delivery of courses and activities related to education, employment and training which serve to empower service users.

- 1.3 Identify and secure broader meaningful activity opportunities that positively contribute to outcomes for women.
- 1.4 Liaise with current and prospective partners and identify and build working relationships with relevant agencies to provide EET and meaningful activity related opportunities for women.
- 1.5 Provide needs assessments, and detailed training plans for service users, establishing a holistic programme for women according to need.
- 1.6 Effectively work in partnership with Department of Work and Pensions (DWP), and to keep abreast of legislation, and both local and national developments to ensure that the programme is in unison with requirements. Work with colleagues to establish the EET programme as recognised activity within DWP.
- 1.7 Consult with service users and use outcomes and feedback to shape service delivery.
- 1.8 Create a handbook of services, and other literature surrounding employment rights and opportunities. Ensure these are maintained as current and relevant.
- 1.9 Provide both 1:1 and group support for women.
- 1.10 Liaise with opportunity providers such as recruiters and employers to support women in work, and to monitor progression.
- 1.11 Facilitate and actively promote service user involvement.

**2. Provide a safe and welcoming learning environment for service users and operate within the overall philosophies and ethos of Church Army.**

- 2.1 Demonstrate the highest standards of customer service.
- 2.2 Be aware of 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 and record incidents in accordance with agreed policies and procedures.
- 2.5 Take a positive approach to working with service users with complex needs and challenging behaviour.

**3. Compile data for the Key Performance Indicators of all activities within the Marylebone Project.**

- 3.1 Work in line with Psychologically Informed Environments Framework, and in response to key strategic priorities.
- 3.2 Define, implement, and manage all monitoring and evaluation of the programme systematically.
- 3.3 Collect relevant data for the Key Performance Indicators on a monthly, quarterly and annual basis, and to review these to monitor and shape service delivery.
- 3.4 Support the Fundraising Committee in identifying case studies and success stories for publication of fundraising material.
- 3.5 Work with external consultants with regards to monitoring and evaluation.
- 3.6 Devise and implement effective monitoring and evaluation methods in line with outcomes and strategy.
- 3.7 Provide regular reports and updates on the entire EET and meaningful activity programme.
- 3.8 Work with independent evaluators to review and report on the programme.

- 3.9 Work flexible hours so that sessions can take place during the evenings.
- 3.10 Demonstrate the highest standards of customer service.
- 3.11 Actively participate in staff meetings, feedback sessions, supervision with line manager and group supervision.

**4. Coordinate and facilitate a range of innovative programmes to equip women with the skills needed for employment and education.**

- 4.1 Support the Centre Team Leader and Manager in exploring new opportunities in developing work and volunteer placements, activities and classes by liaising with external providers.
- 4.2 Source new partners and maintain existing relationships with stakeholders to further develop opportunities for the EET programme.
- 4.3 Support women to attend training off site, as well as introductory days and EET related appointments.
- 4.4 Use effective and multiple communication methods to promote and build awareness around the EET and meaningful activity programme with staff, service users, and stakeholders.
- 4.5 Liaise and communicate closely with Support Workers and external support agencies to deliver a comprehensive support package for women.
- 4.6 Attend forums, meetings and networking events as required.
- 4.7 Work closely with all departments of the Marylebone Project to ensure quality support is offered to our service users.
- 4.8 Lead on and facilitate workshops and 1:1 sessions with service users which will include educational, motivational and confidence-building activities.

**5. To support the delivery of a comprehensive range of client involvement opportunities and mechanisms.**

- 5.1 Facilitate and actively promote a programme of client involvement activities and volunteering opportunities which serves to enhance a service user's experience and wellbeing. You will Empower the women to have their voice heard at every level of the organisation, facilitating their engagement in activities such as participation in board meetings, policy writing groups, becoming resident representatives, and sitting on interview panels. You will encourage the women to take ownership of their services by providing opportunities for them to volunteer internally and ensuring that the women have a variety of platforms to provide feedback on the services they receive.
- 5.2 Liaise and work in partnership with colleagues to identify and support the delivery of courses and innovative activities related to service user involvement and training.

5.3 Liaise with colleagues and stakeholders to identify and build working relationships with relevant agencies, with an aim to provide opportunities for women

5.4 Establish engagement within the local community to facilitate service user involvement both within and surrounding the Project.

5.5 With clients, devise informative and effective literature to promote service user involvement. Ensure these are maintained as current and relevant.

5.6 Provide both 1:1 and group support for women within a Psychologically informed Environment.

5.7 Liaise with external agencies to support women into community involvement.

1.8 Create a handbook of services, and other literature surrounding community involvement opportunities.

5.9 Support women to attend appointments off site as required.

5.10 Establish an effective and safe structure for current and former client's volunteering and recognised work placements within the Project.

5.11 Supervise volunteers as required

## **6. To develop formalised and recognised qualification possibilities for women engaged in service delivery.**

6.1 In partnership with colleagues, identify and support the delivery of formalised and recognised training structures for women in relation to community involvement and engagement.

6.2 Be responsible for establishing a formalised, structured programme for the women involved in the service so that their participation is recognised and accredited formally.

6.3 Refer clients into the Meaningful Activity Programme enabling them to accrue tangible and employable skills and qualifications which will increase service participation.

6.4 Be responsible for devising a structured incentive and reward programme to encourage and foster involvement, whilst recognising and acknowledging the value of the women

## **7. To ensure that service users have the mechanisms to be integral to service delivery for the Marylebone Project.**

7.1 Enable service users to actively take part in developing and shaping their services and programmes.

- 7.2 Set up a robust programme which allow service users to participate in activities such as policy and procedure working groups, interviewing of prospective staff, board representation, involvement on steering groups, regular Women's Forum Groups and Service user meetings.
- 7.3 Provide weekly drop-in sessions where service users can find out about internal volunteering opportunities.
- 7.4 Work in partnership with the Centre Team in exploring new opportunities in developing volunteer placements and community activities.
- 7.5 Contribute actively to the development of the meaningful activities programme, liaising closely at all times with the Centre Manager and EET Workers.
- 7.6 Consult with service users and use outcomes and feedback to shape service delivery.
- 7.7 Support service users to attend appointments off site as required.
- 7.8 Use effective and multiple communication methods to promote and build awareness around the service user involvement programmes with staff, service users, and stakeholders.
- 7.9 Liaise and communicate closely with Support Workers and external support agencies to deliver a comprehensive support package for women.
- 7.10 Attend forums, meetings and networking events as required.
- 7.11 Work with all internal departments to ensure quality support is offered to our service users.
- 7.12 Play an integral part of staff and service user inductions.
- 7.13 Facilitate meetings and mechanisms for service user involvement.
- 7.14 Ensure that service users are equipped with the training and skills needed to deliver their respective roles.

## **General**

- To undertake any such duties as are commensurate with the post at the direction of the line-manager or senior manager.
- Be active as a member of the Centre team, 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 outline in the Staff Handbook and on Church Army's intranet document library.
- At all times work within the Project's policies, including those relating to Supporting People, Housing Corporation, UK Employment Law, Health and Safety, Computer Use and Protection of Children and Vulnerable Adults. To be familiar with these policies, implement them both in your work and in relationship with other colleagues.
- Serve as an exemplary representative, and act in the best interest, of the 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 you 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
<b>Knowledge, qualifications and understanding</b>	
Reasonable experience working within EET, life skills or a meaningful activity focused role with individuals who have low to high support needs.	Paid experience of working in an Education, Employment and Training Worker role within a supported accommodation provider.
A clear understanding of data protection, handling confidential information and operational knowledge of sharing information under these data protection protocols	Paid experience of working in a service user involvement role within a supported accommodation provider
Passion for working with vulnerable women and providing outstanding service.	Experience in marketing and promotion.
Resilience, approachable and friendly professional. Working knowledge and understanding of cultivating a Psychologically Informed Environments, with a person-centred approach.	
Working experience of establishing and developing groups and meetings.	
Proven abilities in leadership and effective project implementation	
A thorough knowledge of all Microsoft Office applications including Word, Excel, PowerPoint, and Publisher.	

Proven ability to create and maintain administrative systems and records.	
Ability to work under pressure and to be flexible in finding solutions.	
Proven excellent written and verbal communication skills.	
Strong organisational skills and the ability to show attention to detail.	
Proven time management skills, including the ability to organise and prioritise own workload.	
An ability to work on your own initiative and as part of a team, and to be responsive to change.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds	
To have active knowledge of local and national community involvement strategies and policies	
<b>Experience</b>	

Experience of successfully supporting vulnerable people into suitable employment.	Experience of working with women who have been affected by homelessness.
Experience of working with partner organisations to support the needs of NEET people and those at risk of NEET.	Experience in marketing and promotion
Experience in engaging hard to reach service users and partner working.	Qualifications directly related to careers advice or teaching.
Relevant experience in providing career advice.	
Proven experience of creating and facilitating 'Employability skills' related workshops and educational programmes.	
<b>Skills</b>	
Ability to motivate those with complex needs to engage with education, training, and employment opportunities.	
Demonstrate excellent customer service skills. And the ability to develop good working relationships and rapport with services users and stakeholders.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of ethnic backgrounds.	
Evidenced negotiating and networking skills.	
Willingness to take direction and instruction as part of working as a team.	
Good IT skills, possessing the ability to work with the full Microsoft Package and quickly learn internal systems.	
Able to work on own initiative and as a part of a team.	
Ability to work under pressure and to be flexible in finding solutions.	
Strong organisational skills and the ability to show attention to detail.	

Proven excellent written and verbal communication skills.	
Proven time management skills, including the ability to organise and prioritise own workload.	
Proven ability to create and maintain administrative systems and records.	
<b>Attributes</b>	
Passion for working with vulnerable women and providing outstanding service.	
Resilient, approachable and friendly	
<b>Other</b>	
Willingness to work unsocial hours, including evenings, nights weekends, and bank holidays.	
The successful candidate must be in sympathy with the vision & modelling the values of Church Army & the Marylebone Project.	

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	£31,927 per annum
Location	Marylebone Project, London
Hours	40 hours per week. You will be placed on a shift-based rota which includes early shifts, Late shifts and weekend shifts. 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 per year, inclusive of bank holidays. Rising 1 day per year of service to a maximum of 33 days, including 8 bank holidays.
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	Fixed term until 31 <sup>st</sup> March 2026
Notice Period	4 weeks (after completion of probation)
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

## 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.



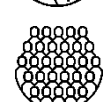
**Risk-taking** - We have a long heritage as a pioneering movement, taking calculated risks and giving our staff permission to try new things.



**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.





## **APPLICATION PROCESS**

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 the Centre Manager on [sarah.hancock@churcharmy.org](mailto:sarah.hancock@churcharmy.org)

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](mailto:recruitment@churcharmy.org)

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**\*Deadline:** Friday 26th of September 2025 at 4pm

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\* We are actively interviewing for this position, and the opportunity will close once a suitable candidate has been identified

**What to expect from our Recruitment Process:**

- Download your completed application form on our website and email it to [recruitment@churcharmy.org](mailto:recruitment@churcharmy.org)
- One of our team will acknowledge your application
- Applications are shortlisted against the person specification
- You will be contacted as to whether you have been invited to interview

**Offers of employment are made subject to:**

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- 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)