

# ***Church and Tenant Empowerment Worker***

Recruitment pack



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[www.citylife.org.uk](http://www.citylife.org.uk)

Registered Office: City Life Church, Townhill Park Community Centre, Meggeson Avenue, Southampton, SO18 2FH  
UK Registered Charity: 1100602 Company No: 4913171



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## Key dates

Vacancy published 1 July 2024

Applications open 1 July 2024

Applications close midday 19 July 2024

Shortlisting by 19 July 2024

Invitation to Interview by 19 July 2024

Interviews held\* 23 July 2024

Start date\* 27 August 2024

*(\*dependent on applicant availability  
and current notice period)*

# THANK YOU

Thank you for your interest in joining our team. When looking at a new job, there are many unknowns and so we've created this pack to share some of the things that are important to us and to describe in a little more detail some of the things that we care deeply about.

We want people to love their job and those they serve – showing love and respect to others through the way we work, as well as expressing this through our practical help and support. Our work spans across different groups and includes supporting refugees, people who are homeless or at risk of homelessness, those in hardship, and women at risk of exploitation.

Our church/charity staff team is diverse and includes people of other faiths and no faith. Together, we have recently agreed four common values we outwork across all that we do (Creativity, Pioneering, Empowering and Compassionate Community). We love being creative people, and we enjoy pioneering new projects, finding new ways of doing things, and we don't mind the odd failure – it's just a first attempt! Since the pandemic, our church congregation has changed its meeting structures in favour of being church in a different way – in smaller groupings, often using homes to build closer relationships that are more outward-looking and inclusive. We believe in empowering people – doing things with them not for them, seeing them gain the skills they need for their lives to improve. An example of this is our never-ending, free English classes that take place every week, with people from all over the world. Many of the people we work with have lost contact with, or been separated from, their families and so building authentic community is key for them, finding a place to belong and make their contribution.

We are looking for people from different backgrounds and life experiences, who want not only to work here, but to find fulfilment in working to make a difference in all the ways we've shared.

Thank you again for your interest in the role. If you feel you share our values and want to make a difference, please apply!

# The job: an overview

Full Job Title:	Church and Tenant Empowerment Worker (HIA)
Reports To:	Church Leader (Homelessness)
Location & Hours of Work:	22.5 hours per week (with the option for this to increase as we open new homes)  based at Townhill Park Community Centre and HIA houses (with occasional attendance at other CLC sites as required).
Salary	Starting from £15,865.20 (£26,442 FTE) depending on experience and level of qualifications.

## Key purpose

To work with local church partners and volunteers to support, empower and lead tenant journeys, starting with referral and finishing with move-on, helping them to reach their full potential and to successfully move towards self-sufficiency and independent living.

More details at page 10.



# About the charity

City Life Church was founded in the 1970s and is a UK registered charity and company. Projects like CLEAR and Amber have been running for over 20 years and these have been joined by others including Hope into Action: Southampton, EU Welcome, Hong Kong Welcome and the Winter Beds Provision. All these initiatives are supported by the church congregation and by a range of partners in our community who share our vision and values.

We have received and successfully delivered several National Lottery grants, Government grants and Trust-funded projects. Underpinning the delivery of these grants is a robust charity with a dedicated Board of Trustees.

We are also part of a number of networks and partnerships:



# Our Mission

*Our primary mission is around love: to show love and compassion towards others.*

*We invite people of faith and those without a faith, to join us in this active mission.*

## **CREATIVITY**

We value the courage to reflect, learn and express ourselves creatively. We celebrate creativity in every action, expression, response and collaboration.

## **PIONEERING**

We are responsive to the needs of those within our community and in the communities we serve, finding creative solutions, breaking new ground, and courageously embracing the challenges that come with change!

# Our Values

## **COMPASSIONATE COMMUNITY**

We embrace diversity, welcoming both friends and strangers, and seek to offer a place of belonging for all

## **EMPOWERING**

We seek to give people the tools to enable them to live well and thrive. We are committed to justice for all, respecting each person's beliefs and choices.



## Main Church Leaders



*Bev Webb*

Bev is one of the two Main Leaders of City Life, and a Trustee. She leads the church pastoral team and focusses primarily on pastoral work, discipling and teaching



*Paul Woodman*

Paul is the other Main Leader of City Life, and a Trustee for the charity. He is Ethos Lead to three secondary schools and Chaplain to the Rose Road Association. Paul is the also designated safeguarding lead for City Life Church.

## Church and Project Leaders

*Dan Pooley | Hope Into Action*

Dan is part of the Leadership Team at City Life Church and has a particular role leading City Life's response to the issue of homelessness in the city. He runs our housing project (Hope into Action: Southampton) and the Southampton Church Rent Deposit Scheme. A main focus in his work is empowering and equipping people to establish lasting change in their lives.



*Nicky Porter | Amber*

Nicky is part of the leadership team at City Life Church and leads Amber. Amber works with women in the sex industry, promoting their health and wellbeing. She loves to see people connecting with God, receiving emotional healing, and knowing they make a difference!



*Pete White | CLEAR Project*

Pete is the Project Manager at CLEAR, which seeks to advocate, educate and empower asylum seekers and refugees who come to the city and need our support. The project offers advice and practical help to those navigating the asylum system and gives access to English classes and other relevant courses to help integration into life in the UK. The work is challenging but vital, and our team of staff and volunteers walk alongside some of the most marginalised people in our community.

*Elaine LO | HK Welcome*

Elaine is the Project Leader for HK Welcome, which exists to welcome new residents from Hong Kong to the Solent region, facilitating their settlement into their new communities. Most Hong Kongers have experienced much sorrow in latter years in their home country, and the main task of HK Welcome is to help them to regain hope, trust, and happiness.



## Key staff

*Riyah Ramji | Project Administrator*

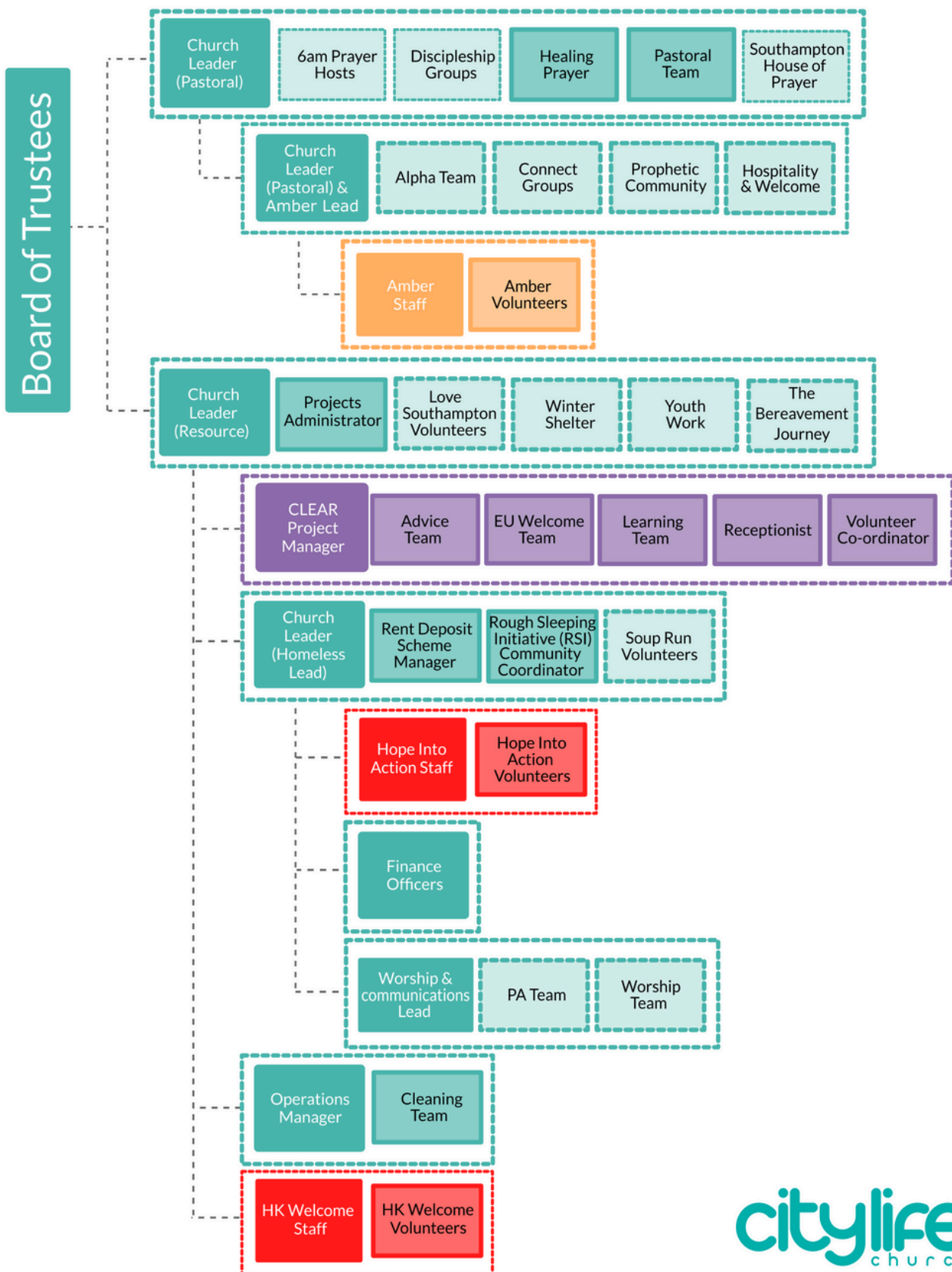
Riyah works on the administrative needs of the charity, and staff wellbeing. She helps organise events that benefit staff wellbeing and development, including staff training days. She also assists in planning city-wide events for the benefit of the wider community.

*Gary Sankey | Office Manager*

Gary provides operational support to all the charity's projects. His main priority is to support the staff team making their lives a bit easier, worrying about Health & Safety, HR, and IT provision, so they don't have to!



# City Life Organogram - May 2024



# Equality, diversity and inclusion

City Life Church is committed to valuing diversity and promoting equality. We encourage and welcome applications from suitably qualified candidates from all backgrounds regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

We are firmly committed to diversity in all areas of work, believing that we have much to learn and benefit from diverse cultures and perspectives. We will endeavour to maintain an organisation in which those with differing ideas, abilities, backgrounds experiences and needs are fostered, valued, and encouraged to contribute.

City Life Church fully supports both the spirit and the letter of the:





# Learn about the job

## Key Accountabilities

- Assist with the assessment and referral process of potential tenants and lead the case work for tenants, attending casework review meetings and making guided decisions around disciplinary measures as required
- Ensure tenants are fully aware of the rules, boundaries and consequences of their actions including meeting their financial obligations to Hope into Action
- Complete, review and keep relevant paperwork and files up to date and compliant with current legislation as you journey alongside tenants and Partner Church volunteers, including Risk Reduction Plans (RRPs), Personal Development Plans (PDPs) and all casework notes for tenants as well as monthly outcome reports and quarterly project updates for management meetings
- Encourage tenants to manage their tenancies and build positive relationships, signposting to other agencies when necessary and being the main source of advocacy for tenants, networking and liaising with other organisations to ensure tenants do not miss crucial appointments
- Assist with ensuring good communication between the Partner Church, their volunteers and Hope into action: Southampton, and contribute to church newsletters and prayer updates
- Assist with keeping Partner Churches and volunteers enthused and equipped through training, support and prayer to help them fulfil their roles

## Key Accountabilities cont...

- Spend time in prayer with volunteers, partner churches, the local and wider Hope into Action team and, where appropriate, tenants.
- Partake and contribute to spiritual events when required (such as away days, church events, etc.)
- Ensure spending is in line with budget
- Assist with seeking opportunities to raise financial and prayer support for Hope into Action and get new churches into partnership, including giving presentations and updates at church services and helping raise awareness of, and support for, Hope into Action
- Work alone when necessary, in accordance with our Lone Working Policy
- Attend regular supervision and any relevant training courses, away days, spiritual retreats, Teams/Zoom meetings and other events as required by your line manager
- Fully comply with best practice and safeguarding legislation. Full Enhanced DBS check is required.
- Commit to listening and engaging with CLC diverse communities with empathy and respect. Valuing others internally and external to CLC



# Dimensions

The duties of this post are not exhaustive and may vary from time to time in line with the needs of CLC. If business priorities change. It is not intended for any additional duties/ variations to require formal variation of contract or to change the general scope of this job profile.

In accordance with the Equality Act 2010 it is an occupational requirement that the post holder is a practicing Christian.

# Qualifications and Experience

- English and Maths GCSE or equivalent
- Relevant social work, pastoral or counselling skills training
- Experience of working or volunteering with those who are homeless

# Values, Behaviours & Personal Attributes

The post holder will be expected to operate in line with CLC values and behaviours.

Open	We are honest, transparent and respectful
Collaborate	We achieve more when we work together
Effective	We care about doing the best job we can

- We welcome differences and encourage diverse input
- We learn from our mistakes
- We strive to keep improving
- We ask for, and offer, support when needed
- We solve problems by working together
- We give and receive useful feedback
- We communicate clearly
- We take responsibility for tasks from start to finish

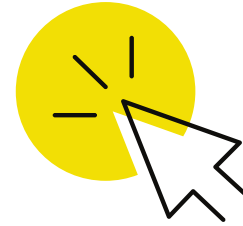
# Key Competencies

Key competencies around the following areas can be found in the full job description for the post:

- Communication
- Leadership & Accountability
- Planning & Organisation
- People and Team Management
- Teaching, Learning & Pastoral
- Empathy (Incorporating Diversity & Inclusion)
- Financial Controls
- Technical
- Working Conditions
- Innovation & Creativity

The full job description can be found with our application forms online at: [www.citylife.org.uk/vacancies/](http://www.citylife.org.uk/vacancies/)

# Making your application



- 1** *Read up on the employer*  
Find out about us through our social media pages, our website, or even better, come to us for a chat!
  
- 2** *Read up on the role*  
Try to spot all the key things we are seeking and find a way to address each of these in your application. Take a look at the full Job Description (with our application forms online) which includes the 'Key Competencies' we are looking for. Make sure your details are accurate.
  
- 3** *Send the application to us - before the deadline!*  
Our application forms can be found online: [www.citylife.org.uk/vacancies/](http://www.citylife.org.uk/vacancies/)
  
- 4** *Prepare for interview*  
What are the reasons for wanting this job?  
What do you think you can contribute to our organisation?  
What are your plans for the future?  
Ask about what we offer: training and opportunities for your personal development.



