

# Make a difference

Join our training scheme



Releasing potential in the community

'ClementJames is very professional and consistent and I am so impressed with all the support that we have had. Everything comes together like a puzzle. Even though all the activities we have done at ClementJames are very different, I see that they have the same purpose – it is about focusing on ourselves, to have a voice, to be empowered, to be relaxed.'

**Maryam, ClementJames client**



# Dear Candidate,

For nearly 40 years, The ClementJames Centre has been offering local people the skills, knowledge, opportunities and support they need to achieve their potential. We have come a long way since our founding days – from a straight-forward homework club to a well-established community support charity, transforming the lives of close to 3,000 people each year.

Our dedicated staff team is essential to the success of everything we do. Together, we work towards a fairer society where everyone is empowered to release their potential and live fulfilled lives. As a Community Development Worker you will be at the forefront of positive social change, helping local children and adults to grow and succeed.

This exciting training scheme will not only give you a real insight into the charity sector, but also provide you with the skills and hands-on experience required to excel as a charity professional. The scheme offers full training, development and support, and you will have the opportunity to work with driven and passionate colleagues within a vibrant community.

If you believe that everyone should have the opportunity to release their potential and live fulfilled lives and you would like to join a dynamic, innovative organisation, then The ClementJames Centre could be the perfect career choice for you.

Clare Richards MBE  
**Chief Executive**



Visit [www.clementjames.org/vacancies/](http://www.clementjames.org/vacancies/) to apply

## Our Training Scheme

Joining the scheme means that every day will be different. You will be based at our centre in North Kensington and support your own caseload of clients by providing employment support, as well as advice and guidance or literacy and numeracy support. In addition, you will be able to plan and facilitate different wellbeing and education projects for local children and adults.

Your journey with us will begin with an intensive training period, some of which will be on the job, and you will receive ongoing support and further training throughout the two-year period and beyond. You will gain a sound grounding in working with children and adults alike and also learn about the wider operations of the charity.

Our training scheme is competitive and we're looking for applicants who are passionate about working with children and adults from our community and have the commitment and drive to help them realise their full potential.

We are looking for people who are excited about supporting our community in a variety of ways through intensive one-to-one support, leading group workshops and courses, and supporting small groups of young people to develop their skills.





## The ClementJames approach

**The ClementJames Centre is based at the heart of North Kensington, a diverse and vibrant area, yet one of the most disadvantaged in London.**

Our vision is for everyone in our community to release their potential and live fulfilled lives. We achieve this through education, employment and wellbeing support in a safe and compassionate space:

### **Employment Support**

We help people to gain meaningful and sustainable employment through personalised advice and support, mentoring and work skills activities.

### **Adult Learning**

We support adults to improve their English, Maths and ICT skills through a wide range of Functional Skills courses and intensive literacy & numeracy support.

### **Children and Young People's Education**

We help children and young people to learn, flourish and achieve their potential through academic support, mentoring, literacy & numeracy support and aspirational activities.

### **Wellbeing and Support**

We empower people to overcome barriers and challenges and to engage with their own wellbeing. We provide Information, Advice and Guidance, and wellbeing activities.

### **Our staff team**

Our staff work across a number of different programmes and functions, as members of the following teams: Adult Learning; Children & Young People's Education; Employment; Wellbeing & Support; and Operations. Our Community Development Workers form the Employment, Wellbeing & Support team and take a lead on employment support, advice & guidance, wellbeing, and literacy and numeracy support.

We also benefit from the support of over 100 corporate and local volunteers.

### **Our students and clients**

We work with children aged 7+ and support adults of all ages. Each year, we support over 1,700 children and young people and over 1,100 adults. Many of our students and clients take advantage of multiple programmes and form lasting relationships with the centre and its community of staff and volunteers.

### **Our partners**

Collaboration and partnership are an essential part of what we do.

We work closely with a variety of local and national organisations, such as other charities, local schools and colleges, and universities. The ClementJames Centre also benefits from strong links with corporates such as Lloyds Bank.

'The ClementJames Centre helped us to understand the needs of children in the area and the landscape of provision that already existed. They gave their time and expertise to help us design our delivery model and are now our longest standing partner.'

**Louisa Mitchell, Chief Executive, West London Zone**



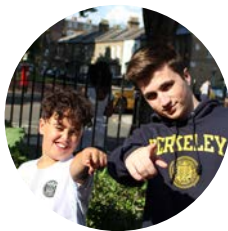
### **What our staff think**

'The centre is amazing and [our work] clearly has such a positive benefit. I have felt really supported, which is so beneficial for staff and impacts the way we work with clients. It's something I haven't experienced to this degree before.'

**Pippa Renouf, former Community Development Worker**

# The ClementJames Centre's values

Our values guide everything we do as an organisation, from the way we recruit our staff, to the way we treat our students and clients and interact with each other. Even though we may not always get it right, we aim to live up to these values every day. We are looking for applicants who share our vision and commit to our shared values.



## Teamwork

We promote teamwork and togetherness.



## Quality

We complete everything to the highest possible standard.



## Compassion

We practise pastoral long-term care.



## Talent

We value and recognise the talent of every person.



## Aspiration

We behave aspirationally and positively.



## What our clients and students say about us

'I first came to ClementJames because I was stuck in a rut.

ClementJames helped me with my CV and cover letter and I attended an interview skills day with volunteers from Barclays. I got my first job a few months afterwards. Without this centre my life would have taken a very different trajectory I'm sure. I feel so much more confident; I feel like I can hold my fort. When I first came here I would always talk about my alcoholism, my depression, my anxiety. Now I get up early, work out regularly, I have lots to feel positive about.'

**David, ClementJames client**

'Since I started attending activities at The ClementJames Centre, I feel more positive and lighter mentally. The changes in me have also meant that my son is much happier. He likes the gardening and always asks me when we will come back to the gardening. He knows the staff by name.'

**Safia, ClementJames client**

'The ClementJames Centre has given me a lot of support. They helped me to apply for grants to buy some furniture because we didn't have anywhere to sit at home. Our fridge was leaking and the grant helped me to pay for a new one too. I feel like they listen to me and help me in so many ways. They are so kind and the best discovery.'

**Salma, ClementJames client**

'I've now been getting support with my maths for over a year and feel like I'm really making headway. When I had to take a test in college recently, I got 80% on the maths test! It felt like such an achievement. I remembered quite a few useful tips from the sessions that helped me pass (like moving the decimal point 'to the left to the left' when dividing!).'

**Tracey, ClementJames student**



# Our Employment, Wellbeing and Support offer

## **Employment Support**

We help local adults to gain meaningful and sustainable employment. This enables our clients to improve their quality of life, security and independence. By providing tailored one-to-one employment advice you will be able to get to know your clients really well and help them to get that job that is right for them. You will also have the opportunity to work with our volunteers, who support our clients as mentors and help us run our popular Interview Skills Days.

## **Wellbeing**

Our wellbeing activities aim to boost local people's confidence, reduce isolation and increase their ability to cope with challenges. You will be able to hone your project planning and facilitation skills by running a variety of different workshops, courses and events, ranging from creative activities and gardening to our Women's Confidence Programme and reading group.

Each Community Development Worker who is recruited will also deliver one of the following programmes, depending on the vacancies in the team at the time and your skills (more details can be found in the job description).

## **Information, Advice & Guidance**

We provide impartial information, advice and guidance to help people overcome a range of issues affecting their lives, from housing and benefits to changing schools and everything in-between. By enabling our clients to resolve their problems you will help them to remove barriers and to make positive changes in their lives.

## **Literacy & Numeracy Support**

We offer tailored Maths and English support for young people and adults who have additional learning needs. Many of the young people who benefit from our one-to-one support lack confidence and self-belief in their abilities due to having fallen behind academically. By providing a structured programme of bespoke support, you will enable our students to improve not only their basic skills and academic performance but also their confidence and belief in themselves.

'No two days are the same and that's what makes ClementJames such a fantastic place to be.'  
Lindsay Murphy, former Community Development Worker



## Your first year with us

### Training

Our Training Scheme begins with a bespoke in-house three-week training programme. We'll train you not only in the programmes that you'll deliver as a Community Development Worker and the skills needed to work one-to-one with people living in complex or vulnerable situations, but also in our fundraising practices, charity governance and how we develop our long-term strategy.

### Team-building days and socials

The whole ClementJames Centre comes together twice a year for a team-building day in July and December. These days always end with a social – a great chance to celebrate the year's achievements, catch up with colleagues and take a break before preparing for the year ahead. We also run additional afternoon and evening socials and each team has the opportunity to have their own team social as well.

### Throughout your first year

You'll receive ongoing training and support which will include being matched with a ClementJames Buddy who will ensure you are welcomed to the centre and are familiar with the North Kensington community. You'll have regular meetings with your team, as well as monthly catch-ups with the entire ClementJames staff team. All staff also attend our annual Vision Day which is a chance for the staff team to meet with our Trustee board to consider the longer term, strategic direction of the organisation. Previous Vision Days actually resulted in the creation of the Community Hub programme.

### Support

Staff in the Community Development Worker role will receive fortnightly one-to-ones with their Line Manager as well as benefiting from a range of different support:

- Our Safeguarding Manager is available to discuss your caseload of clients and offer advice about how to deal with safeguarding questions or concerns
- Weekly peer support sessions to discuss creative solutions and share best practice with the rest of the Community Hub team
- Access to regular one-to-one sessions with our highly-trained Staff Support Worker who offers a neutral space for the team to discuss issues such as maintaining boundaries and developing resilience

## Year 2

### **Becoming a Senior Community Development Worker**

After completing Year 1 of the scheme you may take on a new challenge and apply for a promotion to Senior Community Development Worker. If successful, you'll take on additional responsibilities within the Community Hub team which can be discussed with your Line Manager at interview. You will then also join our Senior Worker Board, which comprises of those staff who have been promoted to Senior Workers across the delivery and Head Office teams. It is a way for the Senior Workers to work together on centre-wide projects, either proposed by them or delegated by the Senior Leadership Team. It provides the opportunity for further cross-team liaison across the whole organisation.

### **Further training opportunities**

Leadership and Management training sets you on the path to becoming a more effective and confident leader. The training explores different styles of leadership and gives you the opportunity to consider your own leadership profile. You will be able to consider your own practice as well as learning practical skills to help you motivate and support a team. There is also the opportunity to gain qualifications such as the Learning Curve *Level 2 Information, Advice & Guidance* or Open University *Teaching Mathematics* qualifications.

### **Ongoing career development**

- Professional Development Day – all staff who have been with the organisation for over one year have the opportunity to take a Professional Development Day. A staff member may choose to undertake a professional development day in order to help them to develop in their current role, or because they're looking to build up skills in advance of an application for promotion, or maybe with a view to future career steps.
- There are opportunities for promotion to Programme Lead roles, Team Manager or perhaps you might want to remain at ClementJames but move into a Head Office role. There is no need to wait until the end of the training scheme to make the most of these opportunities, applications from all staff who have passed their probationary period are welcome.
- Our training scheme is a two-year commitment but like many of our staff team we hope you will stay with the organisation far beyond this. As well as providing you with continuing opportunities to consider your professional development you will also be able to take advantage of perks such as additional annual leave service days, the opportunity to work in partnership with specialist organisations such as Mind and to develop and lead projects.

**Our training scheme places are permanent job offers, so you are guaranteed a job with us after you finish the scheme.**

## About you

### Are you

A confident communicator?

An innovative problem solver?

Passionate about helping people achieve their potential?

If so, The ClementJames Centre can offer an excellent in-house training programme, a supportive staff team, and a varied and interesting role.

'The kind of person that I think would not only fit ClementJames but [also] be able to help the community would be someone who you can connect with and be comfortable having a conversation with. Someone who is proactive and solutions focused, friendly and a good listener. Everyone is like family at ClementJames and that is the beauty of the place.'

**Ian, ClementJames client**





## Joss Cullen

**Senior Community Development Worker  
and Employment Lead**

Joined us in November 2017



### **Why did you choose to join The ClementJames Centre?**

I chose to apply for the Community Development Worker role because it offered variety, the opportunity to learn about a completely new sector on the job, whilst developing the skills to best do the role. I was working in education at the time, and was certain I wanted to be in a people orientated role but was unsure of taking the PGCE course needed to teach. The role at ClementJames had enough of the client facing hours I was looking for and also combined my own interest in organisations tackling social causes.

### **What is day-to-day life like working at ClementJames?**

A day in the life of my role is fast-paced, seeing a mixture of clients in one-to-one employment and advice and guidance appointments, doing outreach work in schools and community settings or planning ahead for upcoming projects.

### **What are you most looking forward to over the next year?**

Over the next year I am looking forward to developing the Employment Programme in my new role; with a focus on looking at how we can support more young people in the community into work, and how we can continue to provide valuable resources to create opportunities for the community.

### **What has been a highlight of your time at ClementJames so far?**

A particular highlight for me whilst working here has been being able to build long-term relationships with a huge variety of clients. The one-to-one sessions allow you to really get to know your clients well and to be a part of their journey from when they first start at ClementJames to when they leave.

### **How would you sum up The ClementJames Centre in three words?**

If I had to describe ClementJames in three words they would be: responsive, impactful and supportive.

## Lindsay Murphy

### Programmes Manager, Safe Ground

Previously: Senior Community Development Worker, 2014-2017



#### **Why did you choose to join The ClementJames Centre?**

I appreciated that the organisation was very explicit in its belief that people can change and grow, and very obviously committed to its mission supporting people to realise their potential. That has always been the kind of work I value. After visiting the Centre for the interview process there was such a strong ethos of inclusivity and aspiration. I loved it.

#### **What was an average day like for you at ClementJames?**

No two days are the same and that's what makes CJ such a fantastic place to be. We often worked offsite, delivering outreach sessions to schools or community groups, attending local meetings and networking events. I had a caseload of about 20 clients who I met for one-hour sessions weekly or as frequently as necessary. While some people accessed the Centre for support with looking for and preparing for work, writing cover letters and prepping for interviews, others needed someone to liaise with various authorities on their behalf or accompany them to employment tribunals, work capability assessments or other appointments. Managing relationships with stakeholders such as local schools, charities, corporates, the council, volunteers, mentors and training providers was also an important part of the job.

#### **What was your highlight of working at ClementJames?**

It's difficult to choose just one highlight but I would say that an organisation and its achievements are only as impressive as its people (staff and service users alike). My colleagues very quickly became my friends, I met the most wonderful men and women with the most interesting stories and I built some really important and enduring relationships with my clients. I also feel a real affinity with North Kensington and its people and that's something I will always cherish.

#### **What are you doing now and how do you feel your experience at ClementJames has prepared you for this?**

I now work as the Programmes Manager at Safe Ground, a national arts organisation designing and delivering therapeutic groupwork programmes for men and women in secure settings and in the community. My teamwork, interpersonal skills, stakeholder management, strategic thinking, awareness of political/social policy, ability to identify opportunities for organisational development and my group facilitation are just some of the skills nurtured and encouraged during my time at The ClementJames Centre. I am a much more effective team member, manager, communicator and group facilitator for having worked there.



## Rachel Wilson

Senior Occupational Therapist

at Guy's and St Thomas' NHS Foundation Trust

Previously: Literacy & Numeracy Coordinator, 2012-2015



### Why did you choose to join The ClementJames Centre?

I chose to work at ClementJames because I could see the positive impact it made in the local community and how the services were created to meet local needs such as the work initiatives and Hub. I felt that I would have the chance to work autonomously and creatively on projects to support clients to reach their potential.

### What was your highlight of working at ClementJames?

I liked being involved in planning the vision of the charity. I feel I was challenged in my work and was given time and space to think about my long term career goals.

### How would you sum up The ClementJames Centre in one sentence?

I have fond memories of my time at ClementJames, especially the strong team spirit.

### What are you doing now and how do you feel your experience at ClementJames has prepared you for this?

I am now working as a Senior Occupational Therapist at Guy's and St Thomas' NHS Foundation Trust. I currently work with adults in a physical rehabilitation setting in the community to enable them to live more independently in their home and community. I developed many skills and qualities at CJC which support me in my work today including organisation skills, multitasking, communication skills and working holistically with my clients. I also had support when working with safeguarding queries and began to develop skills in evidencing my work and giving clear justification for my decisions.



## Hannah Starr

Chief Programmes Officer

Joined us in September 2009



### Why did you choose to join The ClementJames Centre?

I chose to work at ClementJames as I had just finished a Psychology postgraduate degree and wanted to gain some experience working with children and young people for a couple of years before applying to be an Educational Psychologist – ten years later my job and the charity itself has changed so much that I'm still here! The charity appealed to me as it was a grassroots organisation which seemed really connected to, and embedded in, a diverse and vibrant local community. I liked the idea of being able to work with a range of people and have an impact on issues that I feel passionate about.

### How has your career progressed at ClementJames?

I have been really fortunate to benefit from the nurturing, supportive environment at CJ which has enabled me to progress through the charity in a real range of roles. Working for a smaller organisation based on one site has meant I have been able to learn about lots of different functions of the charity. I started in our Young People's Education team and then after a couple of years moved to managing that team. Following a Vision Day in 2015 it was decided to set up a new programme at CJ supporting both adults and children and I moved to set up and manage what later became the Community Hub team. Over the last year or so the charity has grown and I'm now a member of the Senior Management Team where I have the opportunity to look at the strategic development of our programmes and the charity in general.

### What has been a highlight of your time at ClementJames so far?

There are so many highlights! Over the past couple of years it has been fantastic to see how all the programmes across ClementJames have become more cohesive and integrated which means we can provide a really comprehensive offer of support to the people who access our services. After so many years here I love seeing children, young people and adults come back and talk about their successes – from higher education to setting up a global fashion business! I also feel privileged to have had the opportunity to play a part in conversations about wider issues that affect society such as school exclusions and housing.

### How would you sum up The ClementJames Centre in three words?

Compassion, connected, integrity





If you would like to find out more please  
visit our website [www.clementjames.org](http://www.clementjames.org),  
call us on **020 7221 8810**  
or email [jobs@clementjames.org](mailto:jobs@clementjames.org)

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