

# Make a difference

Join the team at The ClementJames Centre:  
Young People's Project Worker



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***



# Contents

**Letter from CEO,  
The ClementJames Centre**

**1. The Application at a Glance**

**2. Application Process**

**3. Detailed Job Description**

**4. Person Specification**

**5. The ClementJames Approach and Who We Are**

**6. Staff Support and Progression**

**7. What our service users say about us**



## Dear Applicant,

An exciting opportunity has arisen within the Community Hub team at The ClementJames Centre within our Early Intervention Programme. The role will primarily support the needs of local young people who are NEET/not in mainstream education or at risk of exclusion.

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 the Young People's Project Worker you will be at the forefront of positive social change, helping local children to grow and succeed.

This exciting role will not only give you a real insight into the charity sector, but also provides you with the skills and hands-on experience required to excel as a charity professional. We offer full training, development and support, and you will have the opportunity to work with driven and compassionate 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.

Dami Solebo  
**Chief Executive**



## 1. The Application at a Glance

Start date:	As soon as possible, date to be agreed on appointment
Remuneration:	£26,000 PA
Contract type & hours of work:	Full-time, permanent. The possibility of flexible working options in terms of how these hours are spread across the week (Mon-Fri) can be discussed
Location:	95 Sirdar Road, London W11 4EQ and other locations within the Borough of Kensington & Chelsea
Annual Leave:	33 days (including bank and public holidays) plus an additional 2 to 5 days at Christmas and a length of service entitlement (one day per year of service, up to 5 days)
Reporting to:	This post holder will be line managed by one of the Community Hub Managers
Benefits:	Staff pension, ongoing training and development opportunities (including two Professional Development Days per year), Employee Assistance Programme, Travelcard loan and Cycle to Work scheme
Equal opportunity:	We are committed to equal employment opportunity and actively encourage people from all backgrounds to apply for the role. People from Black and Minority Ethnic backgrounds are currently under-represented in The ClementJames Centre's workforce and also within the wider charity sector. The ClementJames Centre particularly welcomes applications from individuals from Black and Minority Ethnic backgrounds

## 2. Application Process

**The deadline for applications is 9am on Wednesday 26th October.** Please submit your application in good time as late submissions will not be considered.

To apply for the role of Young People's Project Worker please submit a CV and cover letter to **jobs@clementjames.org**. In your cover letter please tell us about yourself and outline your suitability for this role, including any relevant experience. Cover letter should exceed no more than 1 page.

Completion of the **Equal Opportunities form** is optional but submission of this helps us to ensure that our recruitment procedures operate in such a way as to provide genuine equality of opportunity. You do not need to answer all the questions and the information provided will not be available to members of the selection panel. This form is available on our website.

The successful applicant will be subject to an enhanced disclosure through the Disclosure and Barring Service.

If you have any questions or would like more information about the application process, please contact **reception@clementjames.org** or call **020 7221 8810**. We are committed to providing reasonable flexibility throughout the recruitment process and will endeavour to be as accommodating as possible. If you require the application documents in a different format please do not hesitate to contact us.

**If shortlisted, you will be invited to a selection day on Friday 4th November** with the role starting as soon as possible. The selection day will involve an interview, role play, case study scenario, written task and group task.

The ClementJames Centre is a welcoming and unique place to work and if you would like to speak to a member of staff prior to submitting your application, please email **jobs@clementjames.org** to arrange a phone call or a visit to the site.

# 3. Detailed Job Description

## Delivery-based Duties

- To work with the Community Hub team to take responsibility for the Children and Young People's projects across the Community Hub. Project delivery will be supported by colleagues in the Community Hub team
- To plan, organise and deliver alternative provision workshops focusing on soft skills in partnership with local schools
- To plan, organise and deliver career-based workshops and individualised sessions within Pupil Referral Units
- To recruit for, plan and deliver the Young Leadership Programme-a transition programme for young people transitioning from primary into secondary school
- To work closely with other Community Development Workers to oversee the planning, organisation and delivery of the Summer Residential
- To hold a small caseload of NEET young people or young people at risk of becoming NEET to support them into employment, education or training. This may include providing adult employment support where organisational caseload demands are required
- To assist with the organisation and delivery of job searches and applications, CV clinics and career coaching at ClementJames or within partner locations
- To support the successful delivery of the Community Hub programme of embedded and stand-alone wellbeing workshops and activities
- To provide cover for numeracy and literacy sessions with young people when necessary

## Partnership & Recruitment

- To work closely with line management to develop existing partnerships
- To gain a firm understanding of other local provision/offers relating to young people to build a strong network of referral pathways; and partnerships which will support positive outcomes for young people
- To work with the Community Hub Team to run outreach sessions with other organisations
- To work in partnership with schools, colleges, housing associations and other community groups offering project-based work both on and offsite when required
- To work with management teams to support the development or expansion of young people's projects into new settings in the future
- To recruit adults and young people to the programmes
- To support the Senior Management Team in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), including attending meetings and making partnerships

## Evaluation & Monitoring

- To regularly update and track clients' attendance and progress monitoring on the charity database
- To assess and evaluate the effectiveness of young people's programmes based on data collection
- To follow up with young people accessing programmes six months later to track progress
- To remain up-to-date with developments in relevant sectors to ensure the charity continues to offer the highest quality support to our service users

## General Responsibilities

- To develop, update and maintain ClementJames displays, publicity, resources and information packs
- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities and working with vulnerable groups
- Managing own safeguarding caseload and ensuring safeguarding policies with external partners are shared with the team
- To undertake any task that may be requested from time to time that may be consistent with the nature and scope of this post

This job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of his/her job. The ClementJames Centre is an evolving organisation and therefore changes to the employee's duties may be necessary from time to time. The Job Description is not intended to be inflexible or a finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.



## 4. Person Specification

This post would be ideal for someone with youth work experience or someone with experience working within schools or other youth-based provision. Candidates should be able to show experience of engaging with NEET young people / young people at risk of exclusion and a record of positive outcomes with young people projects or one-to-one work. You will be an excellent listener, have experience working with vulnerable or hard-to-reach people, be solution-focused and committed to delivering high quality provision, and be able to understand and assess information quickly. You will also be computer literate and have achieved a grade C or higher in GCSE Maths and English (or equivalent). All candidates must have the right to work in the UK.

We are looking for people who can demonstrate our values: Talent, Quality, Compassion, Aspiration and Teamwork.

**Talent:** At ClementJames, we value and recognise the talent of every person  
*Are you someone who enjoys bringing out the best in yourself and others?* We need staff who will support others to succeed and who are ambitious to enhance their own professional development.

**Quality:** At ClementJames, we complete everything to the highest possible standard.  
*Are you someone who is hardworking and has the commitment to see things through?* We need people who take pride in their work and who thrive working independently and as part of a team. You'll be organised and committed to offering high quality, tailored support to your caseload of clients.

**Compassion:** At ClementJames, we practise pastoral, long-term care  
*Do you have a genuine passion for the mission and values of our charity?* If you believe that everyone should have the opportunity to release their potential and live fulfilled lives then The ClementJames Centre could be the perfect career choice for you. You will have the ability to deal with challenging situations in a calm and compassionate manner whilst also being able to maintain boundaries.

**Aspiration:** At ClementJames, we behave aspirationally and positively  
*Are you someone who has a positive outlook?* You will have a growth mindset, be keen to develop your skills and be proactive in helping the team to improve and innovate.

**Teamwork:** At ClementJames, we promote teamwork and togetherness.  
*Are you someone who is kind and supportive of others?* We need team members who will be committed to building an inclusive culture in which everyone is valued for the unique people they are.



## Joss Cullen

**Community Hub Manager**

**(Previously 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 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.

### **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.



## 5. 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.

## Who We Are

**The ClementJames Centre is an award-winning charity (1)** that empowers members of the local community to realise their potential, live fulfilled lives and contribute to society, through an integrated programme of education, employment and well-being support in a safe and compassionate space. Since 1981, the charity has been a resource centre for marginalised people living in Notting Dale ward in North Kensington, one of the most deprived areas in England, where local residents face the combined challenges of inadequate housing, poor health, isolation and low income compounded in recent years by the impact of the Grenfell Tower Fire.

**Our vision is for everyone in our community to realise their potential and live fulfilled lives.** ClementJames' expertise lies in listening to and understanding the evolving needs of the local community, developing provision in consultation with residents that is tailored to address their specific needs and delivers excellent outcomes with measurable impact. We provide services for the whole family, welcoming every client as an individual and nurturing their potential to achieve and contribute more to their community.

(1) In 2014 ClementJames won the Charity Times Awards' "Charity of the Year: with an income of less than £1m". In 2019, 2020 and 2021 we were shortlisted for the Charity of the Year: with an income of £1 million - £10 million.



## 6. Staff Support and Progression

### Training

You will receive on-the-job, experiential training to help you develop the skills needed to work one-to-one with people living in complex or vulnerable situations, as well as learning about our fundraising practices, charity governance and how we develop our long-term strategy through Theory of Change workshops. 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

The Young People's Project Worker will receive fortnightly one-to-ones with their Line Manager as well as benefiting from a range of different support:

- Our **Safeguarding team** are available to discuss your caseload of clients and offer advice about how to deal with safeguarding questions or concerns
- Regular **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

### Ongoing career development

- **Professional Development Days** – all staff who have been with the organisation for over one year have the opportunity to take a Professional Development Days. 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.
- From 12 months onwards you will be eligible to apply for a promotion to **Senior Young People's Project Worker**. 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 and provides the opportunity for further cross-team liaison across the whole organisation.
- There are also 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.

## 7. What our service users say about us

'I came to ClementJames and was encouraged to start a course in Health & Social Care, initially I did this because [I] felt that the centre believed in me. In the past I did not feel able to go into an academic class and introduce myself but now I am confident about taking part. I can give feedback to other people and express how I feel which is such a milestone for me. I have found the course therapeutic as discovering what other people have had to face has made me feel less alone with my issues. Academically I used to find it hard to concentrate because when I was younger bombs often used to drop on the school and being in classes reminded me of this. Now I know that everyone at ClementJames is behind me, supporting me and giving me the motivation and self-belief I need to reach my dreams.'

**Z, ClementJames client**

'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**

'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**

'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**

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**





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 [reception@clementjames.org](mailto:reception@clementjames.org)

The ClementJames Centre  
95 Sirdar Road, London, W11 4EQ

Registered Charity Number: 1009253  
Company Registration Number: 2677427