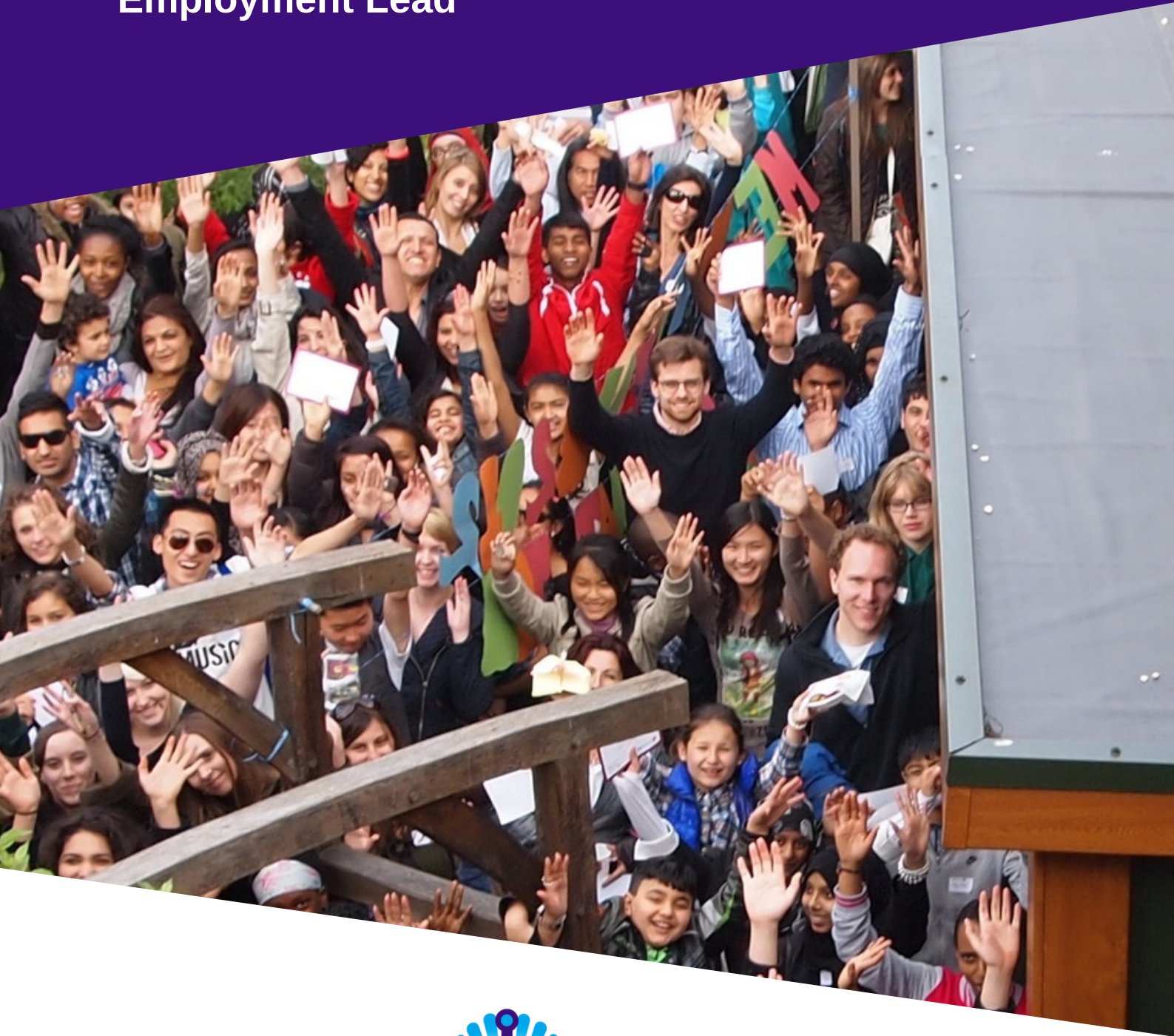


# Make a difference

Join the team at The ClementJames Centre:  
Employment Lead



Releasing potential in the community

# Contents

**Letter from CEO,  
The ClementJames Centre**

**1. The Application at a Glance**

**2. Application Process**

**3. Core Responsibilities**

**6. Person Specification**

**8. Staff Support and Progression**

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





## Dear Applicant,

For over 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. The Employment Lead will be a fundamental part of the ClementJames Community Hub team, the service at ClementJames which is focused on providing educational, wellbeing and employment services to young people and adults.

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**



## The Application at a Glance

Start date:	Ideally July 2023, date to be agreed on appointment
Remuneration:	£30,250 PA
Contract type & hours of work:	Full-time, permanent. 37.5 hours, Monday to Friday. Some additional early morning, evening, weekend & unsocial hours will be required. Time off in lieu will be awarded in accordance with our policy document
Location:	95 Sirdar Road, London W11 4EQ
Annual Leave:	25 days per annum + 8 Bank Holidays + a discretionary 3 days over Christmas + additional service leave after set periods of service
Reporting to:	This post holder will be line managed by one of the Co-heads of Community Hub
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



# Application Process

**The deadline for applications is 5pm on Sunday 11th June.** Please submit your application in good time as late submissions will not be considered.

**To apply, please complete the application form** which can be found on our 'Join the Team' webpage. The form consists of information about you, your educational and professional experience and a 400 word supporting statement. If you have any issues completing the form, please email [reception@clementjames.org](mailto:reception@clementjames.org) or call us on **020 7221 8810**.

Completion of the **Equal Opportunities section of the 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.

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](mailto: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 at The ClementJames Centre on Friday 16th June, 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 [reception@clementjames.org](mailto:reception@clementjames.org) to arrange a phone call or a visit to the site.

# Core Responsibilities

The Employment Lead will be a fundamental part of the ClementJames Community Hub team, the service at ClementJames which is focused on providing educational, wellbeing and employment services to young people and adults.

## Programme Delivery

- To manage a caseload of employment clients and to support them to achieve their employment goals
- To plan and deliver workshops and activities related to tackling unemployment issues
- To work one-to-one with a number of Information, Advice and Guidance clients on a range of topics
- To support the successful delivery of the Community Hub programme of embedded and stand-alone emotional wellbeing workshops and activities
- To work in partnership with schools, colleges, housing associations and other community groups offering project-based work both on and offsite when required

## Management and Referrals

- To support your line manager and the Community Hub team with the facilitation of the Employment Skills Programme
- To keep track of the referrals received into the programme and the waiting list
- To work with your line manager to ensure that the team are meeting their employment caseload numbers
- To collaborate with your line manager to create the staffing of employment based workshops and outreach projects where appropriate
- To run referral breakfasts and actively promote the programme to support the intake of referrals where appropriate

## Training and Support

- To train and induct new staff in the different areas of the Employment Skills Programme and coaching practices
- To support staff in finding innovative ways to place clients in work or training
- To help the team create high quality resources, and to regularly review these resources



- To educate staff about suitable referral routes to other services that support employment goals
- To facilitate peer support sessions in response to the ongoing needs of the team
- To work with your line manager and other leads to develop and facilitate ongoing training for the team internally and externally where appropriate

## Strategy and Outreach

- To work with your line manager to support existing external delivery-based relationships
- To initiate and oversee outreach projects with external organisations and partners
- To initiate and build partnerships with employers, training providers and corporates to support jobs and training opportunities
- To work with volunteer and fundraising teams to create and facilitate opportunities for corporate and local volunteers into the employment programme projects
- To identify changing community needs and strategising accordingly to support the creation and development of programmes that will reflect this
- To contribute ideas gained from your experience and research of issues facing unemployed people into strategy meetings for the strand direction
- To attend employment networking meetings with council and local partners to contribute to wider aims in tackling unemployment within the borough
- To attend meetings with the other programme leads to discuss wider Community Hub team aims

## Monitoring and Evaluation

- To support your line manager with monitoring employment clients across the staff team, ensuring cases are recorded properly on Salesforce, challenges and successes are regularly discussed and ensuring when clients are placed in work/training that follow-ups are made
- To support the fundraising team with any applications to continue or expand delivery and occasional write up of delivery-based reports where necessary for external services
- To work with your line manager to review and ensure that the targets are met across the programme and that impact is measured effectively
- To ensure regular case studies are completed by the team for fundraising purposes
- To conduct observations where necessary and provide feedback to the team or volunteers

## General Responsibilities

- To have a strong understanding of safeguarding in line with ClementJames' Safeguarding Policy
- To develop, update and maintain ClementJames displays, resources and information packs
- To work with the ClementJames team to recruit adults and young people to the programmes
- To regularly update and track clients' information and progress on the charity database
- To keep abreast of and ensure compliance with all necessary regulations and legal requirements, including health and safety, equal opportunities, safeguarding and working with vulnerable groups
- To support the Senior Leadership Team in strengthening links with other agencies (for example, the borough and other voluntary sector bodies), attending meetings and making partnerships
- 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

*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 their 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.



# Person Specification

**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 both 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 and 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.



# 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 Employment Lead 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 Day. A staff member may choose to undertake a professional development day in order to help them to develop in their current role, 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 also opportunities for promotion to Co-head of the Community Hub if and when the role becomes available, or perhaps you might want to remain at ClementJames but move into a Head Office role

## 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 theCentre 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