



Job Information Pack

For the full-time post of
Manager at Carecent

www.carecent.org.uk

The **Methodist** Church

Carecent is an internal organisation of the Methodist Church





Introduction

Thank you for your interest in the vacant full-time manager's position at Carecent. This information pack has been created to give you a deeper insight into the role and our organisation.

The Executive Committee are actively recruiting a compassionate and talented individual with demonstrable experience in supporting and working with those affected by or who are rough sleeping or homeless, or who find themselves unemployed, in general need, or who otherwise feel socially excluded from their local community.

To apply please complete an application form (attached separately) and return it by email marking the email header 'Application for Post of Manager - Private and Confidential' to **deaconjudithstoddart@gmail.com**

The closing date for applications is **Monday 22nd August** at **5pm** with interviews to be held on **Monday 5th September**.

If you would like to discuss this position on an informal basis please contact myself by email in the first instance at **deaconjudithstoddart@gmail.com**

I very much look forward to hearing from you.

Yours faithfully,

Deacon Judith Stoddart
Carecent, Central Methodist Church



About Us

Carecent is a breakfast centre for all homeless, unemployed or otherwise socially excluded members of our community.

We do much more than tea and toast though. We provide food, clothing and fellowship in a friendly and non-judgemental environment. Our volunteer staff are always ready to listen and offer support and advice where possible. Where appropriate, we work with agencies to support people moving forward to an improved lifestyle.

Liaising closely with statutory agencies and the local authority, to support those who want and that are ready to take steps forward to an improved lifestyle, our service is established, well respected and highly valued by housing, support, and health-care professionals across central York.

Email: **admin@carecent.org.uk**
Website: **www.carecent.org.uk**
Telephone: **01904 624244**
Address: **Central Methodist Church
St Saviourgate
York
YO1 8NQ**



We **celebrate**
our differences

6

We are open six mornings
a week, 8.30am - 10.45am



We respect, we value and
we are here for **everyone**



The Role

- **Assume responsibility for the operational management and sustainability of the Carecent project**
- **Lead from the front delivering a person-centred service to everybody who accesses the Carecent project**
- **Recruit, train, mentor and support a diverse and committed team of volunteers**
- **Devise, develop and take the lead with creative and innovative fundraising efforts**
- **Manage policies and procedures to ensure the safety of volunteer and clients, maintaining good governance**

37

Hours per
week

£30k

salary per annum
(£15.59 per hour)

6

Employer
Pension %

- A **full-time** employed role that on occasion requires a flexible working pattern.
- The salary for this post is **£30k** per annum.
- Annual leave entitlement is **244.2 hours**, inclusive of public holidays.
- Generous **employer pension contribution** through the York Circuit pension scheme.
- Access to an **occupational sick scheme** (after a qualifying period).
- The role has a dedicated line manager, supported by the Executive Committee.
- Based from **Central Methodist Church in York City Centre**, Carecent is a project of **York Methodist Circuit**.

Key Responsibilities

To recruit, train, mentor and support a diverse and committed volunteer team.

To maintain and update records, systems, policies and processes to keep Carecent compliant and all stakeholders safe.

To assume operational management of Carecent and manage and work within budgets set by the executive committee.

To devise, develop and take the lead with creative and innovative fundraising efforts.

To manage food hygiene procedures to include a robust record keeping system and, as required, liaise with York Council environmental health department.

To prepare as requested by the executive committee relevant financial summaries and reports and attend finance meetings.

To maintain and develop professional working relationships with local charities, projects, and statutory agencies.

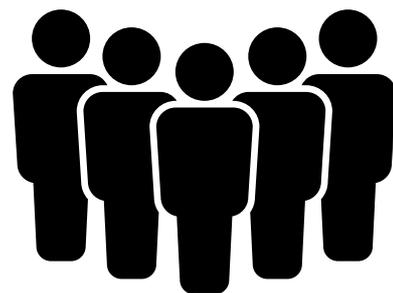
To manage all perishable food stock levels ensuring ingredients and food stuffs are used smartly to avoid the potential for any food waste or spoilage.

To maintain and develop Carecent's social media visibility, advertising and promoting what Carecent does, creating articles of relevance and interest on social platforms to engage existing and new supporters.

Purpose

To assume responsibility and autonomy for the **delivery, management, & sustainability** of a **person-centred** service to those affected by or who are rough sleeping or homeless, or who may be unemployed, in general need, or who otherwise feel socially excluded

Relationships



The Executive Committee
Customers & Users
Volunteers & Staff
Fundraisers & Supporters
Statutory Agencies
The Local Authority
Community Action Groups
Other Premises Users



Applicant Requirements

Experienced manager of volunteers or employees – able to inspire and ‘get the best’ out of a diverse group through the use of motivational and emotional intelligence.

Experienced working within a social care setting or an organisation that supports vulnerable and marginalised people.

Proficient user of social media with an understanding of how the different platforms work and how people engage with them.

Able to develop and maintain credibility and influence others both internally and externally, representing Carecent at appropriate and relevant meetings and events.

Able to communicate effectively, confidently and intelligently across a diverse and wide range of existing and potential stakeholders.

An understanding of the issues and barriers commonly faced by those experiencing homelessness and social exclusion.

Empathetic and calm by nature, with a non-judgemental approach to conflict resolution.

An active listener able to engage with groups or hold 1-1 conversations; speaking, listening, and referring as appropriate whilst managing people's expectations.

Aware of and sensitive to issues of equality, diversity and inclusion, committed to the unique value of the individual.

Able to identify, understand and manage relationships within a diverse and challenging workplace.

Willingness to work flexibly, including, on occasion, evenings and weekends.

Able to identify and consistently maintain appropriate boundaries in both professional and personal relationships.

Training

At the earliest opportunity you commit to completing both **foundation** and **advanced** Methodist safeguarding training.

You are required to demonstrate a **satisfactory enhanced disclosure** from the disclosure and barring service.

Additional training in **GDPR, Data Protection, Food Hygiene, First Aid**, and **Health & Safety** may be required, depending on your current level of experience.



Guidance Notes

Disability: Please let us know if you require adjustments making to any aspect of the application process (or provide us with any information you feel relevant whilst we consider your application). If selected for interview we will ask you to let us know if you have any access needs or if you require reasonable adjustments to be made for the interview. Be assured we will be supportive in discussing reasonable adjustments at all stages of the process.

Entitlement to work in the UK: Any job offer will be subject to confirmation you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if an offer of employment is made.

Experience, knowledge, skills and abilities: The person specification lists minimum requirements for this post. When shortlisting, the selection panel will only consider information contained in your application form and assess this against the person specification. They cannot make assumptions about the nature of the work you have done or your experience from a list of job titles so it is important you demonstrate how you meet the requirements.

References: All job offers are conditional on the receipt of three satisfactory references. One should be from your current or most recent employer or line manager, and another from a previous work experience. The other can be someone who knows you in a work related, voluntary or academic capacity. All referees should be able to comment on your suitability for the role.

Criminal convictions: Anyone who applies to work at Carecent will be asked to disclose details of unspent convictions during the recruitment process. Having a criminal record will not necessarily bar you from working for us however this depends on the type of job you have applied for, and the background and circumstances of any offences.



EDI Monitoring

Equality, Diversity, and Inclusion: Our aim is to have a workforce that reflects the diversity of talent, abilities, and skills drawn from across our community. This means that in line with the Equality Act 2010, we will monitor the composition of our workforce to ensure that it is representative and that all staff are treated equally and fairly.

If you wish to leave any sections of the EDI form unanswered (attached separately) just tick the 'prefer not to say' box. If you have any questions about the form, please contact deaconjudithstoddart@gmail.com

The EDI monitoring form will be detached from the application form prior to short listing and will not be seen by the recruitment team or interview panel. The information you provide will only be used for statistical purposes to ensure our commitment to equality of opportunity.

We adhere to the provisions of the Data Protection Act 2018 and the General Data Protection Regulation and we are committed to protecting the privacy and security of your personal data. You can view our Circuit privacy policy at <https://www.yorkmethodist.org.uk/privacy-policy.html>

Data Protection: The information you provide on the EDI form will be held in the strictest confidence.

We process this information in line with our privacy policy. If you succeed in your application for employment, the information will be used in the administration of your employment with us.

By completing and signing the accompanying application form we assume that you agree to the processing of your personal data (as described above), in accordance with our privacy policy.



Next Steps

If this opportunity inspires you, we want to hear from you and we actively encourage you to ask any questions you may have.

For an informal chat, Deacon Judith Stoddart can be contacted via email in the first instance at **deaconjudithstoddart@gmail.com** Please also request and return application forms via **deaconjudithstoddart@gmail.com**

We want to keep the application process as straightforward as possible. Please return completed application forms before **Monday 22nd August**. Applications that match the experience and skills as detailed in the person specification, and which demonstrate relevant knowledge and experiences in response to the questions asked, will be invited to an 'in-person' interview at Carecent on **Monday 5th September**.

For information about how we use and store your data under the General Data Protection Regulations (GDPR) 2018, please see our Circuit privacy policy <https://www.yorkmethodist.org.uk/privacy-policy.html>

To be successful in this role you will be required to complete and receive a satisfactory enhanced DBS disclosure and any offer of employment will remain conditional prior to the review and assessment of the circumstances of any offence that may be advised on your DBS certificate, alongside the receipt of a medical questionnaire and satisfactory professional references.

Please contact **deaconjudithstoddart@gmail.com** if you have any other questions or should you require clarification on any of the information contained within this pack.

IMPORTANT DATES

Closing Date	22nd August 2022
Interview Date	5th September 2022
Anticipated Start	ASAP

Job Description

Job Title: Manager
Lay Employee in the York Methodist Circuit
Location: Based at Central Methodist Church, York, YO1 8NQ
Employed by: York Methodist Circuit, York Methodist Circuit Hub, YO10 5AF
Responsible to: The Carecent Executive Committee

Purpose: This role assumes responsibility and autonomy for the delivery, management, and sustainability of a person-centred service to those affected by or who are experiencing rough sleeping or homelessness, or who are unemployed, in general need, or who otherwise feel socially excluded from the local community of York.

Key Relationships: The Carecent Executive Committee, Carecent users and customers, Carecent supporters and volunteers, Representatives of Agencies invested and engaged in the service offered by Carecent, and other relevant users and stakeholders of premises used by Carecent.

Main Responsibilities:

1. Operations:

- Recruit, train, mentor, and support a diverse and committed volunteer team.
- Ensure relevant food hygiene processes are up-to date and in place and that all associated governance and recording around these is completed.
- Manage food stock and clothing levels ensuring attention is paid to stock rotation and that all ingredients and food stuffs are used smartly.
- Ensure a clear and consistent line of communication is maintained across all stakeholders to help support, encourage, and develop meaningful collaboration.

2. Administration:

- Assess, update as required or implement new records, systems, and procedures in relation to GDPR, Data Protection, Food Hygiene, First Aid and Fire Safety, PAT testing, Health & Safety, and personnel.
- Coordinate and maintain incident reporting procedures and take ownership for Risk Assessing and Health and Safety by adapting and developing processes as necessary which creates, so far as reasonably practicable, a safe space for volunteers and clients.
- Devise, develop and take the lead with creative and innovative fundraising efforts.

3. Finance:

- Manage and work within budgets set by the Executive Committee.
- Support and liaise with the Carecent treasurer, as requested by the Executive Committee.

4. Networking:

- Maintain and develop professional working relationships with other charities, similar projects, relevant statutory agencies, and the local authority.
- Maintain and develop Carecent's social media visibility, advertising and promoting what Carecent does, creating articles of relevance and interest on social platforms.

Other Duties:

Any other duties and responsibilities that are identified by your Line Manager as are within your capabilities and level of responsibility, and that are in line with the existing and developing needs of Carecent York.

Training Requirements

- At the first available opportunity it is a mandatory requirement of the post that Foundation and Advanced Methodist Safeguarding Training is completed to a satisfactory standard.
- In order to undertake this role safely there are additional training requirements in areas including, but not exhaustive to, GDPR, Data Protection, Food Hygiene, First Aid, and Health & Safety. Whilst some of these courses are available internal to the Methodist Church others are provided externally. All are mandatory requirements for the post.

Terms and conditions:

- Working hours will be **37** hours per week worked flexibly and agreed in advance with the Line Manager. To fulfil the role, it is recognised and accepted that there is on occasion the necessity for an irregular working pattern.
- The salary for this post is **£30000** *This equates to £15.59 per hour.*
- Annual leave entitlement is **33-days** or **244.2 hours** (including public holidays).
- There is a contributory pension scheme to which eligible employees will be auto enrolled. Details of contribution rates will be provided on request.
- Due to the nature of the role both and as the successful applicant will come into contact with young people and vulnerable adults, the appointment is subject to a satisfactory disclosure from the disclosure and barring service (DBS), including updates as required.
- At least two days free of responsibilities each week.
- All reasonable and agreed expense will be reimbursed.
- Appointment will be subject to satisfactory references.
- Appointment is subject to completion of a satisfactory probation period of 6-months.

Management:

The Lay Employee will have a line manager whose responsibility it will be to:

- Become familiar with the work of the Carecent Manager.
- Determine priorities for the work, working with them to encourage appropriate and relevant responses to new challenges and opportunities.
- Monitor and evaluate the training and development of the Carecent Manager on a regular basis, understanding progress whilst offering necessary encouragement and support.
- Ensure access to continual professional development is provided.
- Ensure good and consistent communication lines between all involved stakeholders.
- Act as a pastoral "sounding board" to the lay employee.

Person Specification

Job Title: Manager – Carecent
Lay Employee in the York Methodist Circuit
Location: Based at Central Methodist Church, York, YO1 8NQ
Employed by: York Methodist Circuit, York Methodist Circuit Hub, YO10 5AF

Attributes	Essential	Desirable	Method
Education, Training & Experience	Good understanding and use of written and spoken English.		A, Q
	Computer literate. Able to use Microsoft packages and is comfortable using different social media platforms effectively.		A, Q
	Experienced working within a health and social care setting or within an organisation that supports vulnerable and marginalised people who at times can demonstrate varying and complex needs.		A
		Hold, working towards, or considering studying for a recognised management qualification.	A, Q
		Certificated First Aider.	A, Q
		Level 3 Food Hygiene and Safety Certificate.	A, Q
		Experience of food hygiene processes and associated record keeping (i.e., safer food better business).	A, I
Knowledge & Skills	Experienced manager of volunteers or employees – able to inspire and ‘get the best’ out of a diverse group through the use of motivational and emotional intelligence.		A, I
	An understanding of the issues and barriers commonly faced by those experiencing homelessness and social exclusion.		A, I
	Able to develop and maintain credibility and influence both internally and externally, representing Carecent at appropriate and relevant meetings and events.		A, I
	User of social media with a strong understanding of how the different platforms work and how people engage with them.		A, I

	Understanding of compliance issues for Health & Safety, including risk assessing.		A, I
	An understanding of the importance of GDPR and an understanding of working with confidential records, with an appetite to fully embrace, support and deliver all relevant and appropriate policies.		A, I
		Experience of working 'hands-on' in an operational management, church, or non-profit setting.	A, I
Special Qualities or Aptitudes	Ability to communicate effectively across a diverse and wide range of stakeholders understanding what it means to be seen as a leader whilst remaining approachable.		A, I
	An active listener with the ability to engage with groups or hold supportive 1-1 conversations; speaking, listening, referring, and signposting as appropriate whilst, at all times, managing people's expectations.		A, I
	Self-motivated, able to organise effectively, working to established deadlines within boundaries.		I
	Empathetic and calm with a non-judgemental approach to conflict resolution.		I
Personality & Character	Able to identify, understand and manage relationships within a diverse and challenging workplace.		I
	Able to identify and maintain appropriate boundaries in all relationships, both professional and personal.		I
	Understand and be in sympathy with the aims and work of the Methodist Church as embodied in 'Our Calling' and 'Priorities for the Methodist Church' statements.		I
	Demonstrate awareness of, and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life as expressed in the Methodist Church's strategy for Justice, Dignity and Solidarity.		I
Other Requirements	Complete the Methodist Church Foundation and Advanced Safeguarding Training, at the first available opportunity.		I
	Willingness to work flexibly, including, on occasion, evenings, and weekends.		I
	Satisfactory Enhanced Disclosure from the Disclosure and Barring Service.		DBS

Last Date Modified: July 2022