



Job Description

Job Title: Mums' Community Support Worker (part time)

Location: Maidstone

Reports to: CEO

Summary: To provide support to clients (mums in need of support) and volunteers of the Princess Project in Maidstone

Hours of Work: 20 hours per week, 9.30am-12.30pm Monday, Wednesday, Thursday and Friday, remaining 8 hours to be worked flexibly. Some evening/weekend work may be required. Initially a 12-month contract, ongoing contract dependent on funding.

Main Responsibilities:

1. Project co-ordinator for Mum2Mum in Maidstone and Tonbridge and Malling
 - Make initial contact with new referrals in Maidstone/Tonbridge and Malling
 - Match referrals with befrienders, and supervise matched pairs of befrienders/mums
 - Take part in initial and ongoing befriender training, and help to plan and/or lead this training if needed
 - Liaise with referring agencies and keep them informed
 - Build relationships with local churches
 - Ensure records of visits are received promptly from befrienders, stored securely, and followed up if required
 - Keep records of befriender training, supervision meetings, and client meetings
 - Report all safeguarding concerns promptly to Princess Project safeguarding officer/deputy
2. Help lead the Park Wood and Maidstone Hub teams
 - Supervise Hub team volunteers, and assist in their recruitment and training
 - Make sure all mums visiting the Hub are welcomed, their needs assessed, and that they receive help, support or signposting as required
 - Take in, sort and give out Totcycle donations as needed
 - Ensure all relevant records are kept up-to-date and stored securely
 - Report all safeguarding concerns promptly to Princess Project safeguarding officer/deputy
3. Co-ordinate the new mum gift service
 - Ensure we have a constant supply of new mum gift bags for our own hubs as well as for our referral partners
 - Keep a record of number of bags made up, and distributed
 - Help source/organise donations from public/supporters of items for gift bags as needed
 - Organise working parties to make up gift bags as needed (at least once a quarter)
 - Order gift bags/top-up items as needed

4. Offer follow-up support to mums attending PP groups and events

- Via text message/phonecall/visit
- Liaise with Princess Project staff team and volunteers, as well as external agencies if relevant, with regards to ongoing support needs
- Keep records of contacts made and actions taken
- Report all safeguarding concerns promptly to Princess Project safeguarding officer/deputy

5. Help lead courses (Shine, Parentalk, CAP money) as needed (training will be provided)

6. Help co-ordinate seasonal events such as summer picnics and Christmas parties, as well as with sourcing and distribution of gifts for Mother's Day, Christmas etc

7. Share in the overall work of the Princess Project

- Contribute to and participate in the day-to-day activities and programmes of the Princess Project as required
- Take part in both internal and external training and team meetings
- Be an ambassador for the Princess Project to churches, partner agencies, clients, and members of the public

This post is subject to an Occupational Requirement that the post-holder be a committed Christian under Part 1 of Schedule 9 to the Equality Act 2010. Due to the vulnerable nature of our all-female client group, it is also subject to an Occupational Requirement that the post-holder be female.

Person Specification

Education/Qualifications	Essential/Desirable
1. English and Maths GCSE Grade C or above	Essential
2. Driving license, use of a car, and insurance covering business use	Essential
3. Additional relevant training, e.g. safeguarding, first aid	Desirable
Experience	
1. Experience of working with vulnerable families	Essential
2. Experience of safeguarding procedures	Essential
3. Experience of managing volunteers	Essential
4. Experience working alongside other agencies such as social services, health services and schools	Essential
5. Competence in Microsoft Office 365 and internet technology	Essential
6. Parenting experience (including adoptive, foster or step-parenting)	Desirable
7. Experience of writing risk assessments for activities and events	Desirable
Skills/Abilities	
1. Strong organisational skills	Essential
2. The ability to use initiative and take responsibility for tasks	Essential
3. The ability to prioritise and manage time effectively	Essential
4. The ability to communicate effectively and confidently one-to-one with clients, volunteers, partner agencies and members of the public by phone, email and face-to-face	Essential
5. The ability to signpost clients to appropriate local services and organisations	Essential
6. The ability to both lead a team, and work effectively as part of a wider team	Essential
7. Confident communicator at events, meetings and church services; confident speaking up for clients and/or the organisation as a whole in a multi-agency setting	Desirable
Personal Qualities	
1. Committed Christian with a living and active faith, in agreement with the Princess Project Statement of Faith. Member of a local church. Confident explaining the gospel if and when asked to do so. Committed to praying for the organisation generally, and for specific families and situations. Willing to pray with mums if appropriate. (See Princess Project Talking about Faith guidelines)	Essential
2. A passion for our mums and their families, and able to identify with and be committed to the vision and ethos of the Princess Project	Essential
3. Relational and diplomatic- friendly and approachable, non-judgemental, able to relate well to people from all walks of life and able to bring out best in others	Essential
4. Flexible and willing to be involved in a wide range of tasks	Essential
5. Able to travel independently around the Maidstone area, and sometimes further afield if needed (e.g. Medway, Tonbridge and Malling), able to work occasional weekends and evenings	Essential
6. Aware of own limitations and when to seek help and advice.	Essential

Essential Employment Information

Job Title:	Mums' Community Support Worker
Accountable to:	CEO
Purpose:	See job description
Location:	Maidstone. Based at Princess Project Park Wood office, Christ Church, Wallis Avenue, Maidstone ME15 9JW. Some local travel (Medway/Tonbridge and Malling) will be required- mileage is paid at 45p per mile.
Contract length:	Initially a 12-month contract, ongoing contract dependent on funding. Initial contract subject to a probationary period of 3 months
Start date:	February 2022
Hours of work:	20 hours per week, 9.30am-12.30pm Monday, Wednesday, Thursday and Friday, remaining 8 hours to be worked flexibly. Some evening/weekend work may be required. The Princess Project operates a time-off-in-lieu system.
Holiday entitlement:	25 days per year (pro rata). Statutory bank holidays (pro rata) are additional.
Salary:	£9.90/hour, equivalent to £10,296 p.a. (£18,018 p.a. pro rata). The Princess Project is committed to paying the real living wage rate set by the Living Wage Foundation
Overtime:	Paid overtime is not applicable to this position
Period of notice:	One month notice by either party or statutory notice (whatever is the greater). During the probationary period there will be a 1 week notice period by either party.

Application Procedure

Please complete the application form and return to Emma Tanner by email (emma.tanner@princessproject.co.uk) or post your application to Emma Tanner, The Princess Project, Maidstone Community Support Centre, 39-48 Marsham Street, Maidstone ME14 1HH. The deadline to apply is 4pm Friday 21st January.

All applications will be anonymised prior to shortlisting. Shortlisted candidates will be invited for interview. When a decision has been made, we will contact all applicants advising them of the outcome. The successful candidate will need to have an enhanced DBS check carried out by the Princess Project before their period of employment starts.

The Princess Project will treat your application as private and confidential. All unsuccessful candidates will be notified by email, and their applications will be securely destroyed after six months.

The Princess Project: Transforming mums' lives through unconditional love, support and encouragement.

The Princess Project helps mums and their families to thrive by providing a holistic package of physical, emotional, social and spiritual support. It was founded in 2011, becoming a registered charity in 2013, and in that time has quickly become known as the 'go to' place for mums in need of support across Kent, enjoying good working relationships with social services, early help teams, health visitors, midwives, churches, and other charities. The Princess Project also has a good reputation amongst mums themselves- many of our new referrals are by word of mouth.

Relationships are at the heart of the Princess Project. We aim to provide long-term, consistent, non-judgemental love and support to all the mums in our care- to be Jesus' hands and feet to them.

We run the following services:

Mum2Mum befriending service. This matches trained volunteers from local churches (all mums themselves) with young mums in need of support. Mums meet with their befrienders once a fortnight on average, and how each pair spends their time together will depend on the individual needs of each mum. For some it will just mean enjoying the company of a sympathetic, impartial adult for an hour or so. For others it might mean accompanying them to an appointment at the doctor or job centre, a toddler group, or even a court hearing. Princess Project staff match new referrals with befrienders, and supervise the matched pairs. Mum2Mum is now being replicated through churches across the UK.

Ellie's befriender met her before she was pregnant, and walked with her through miscarriage, the subsequent birth of a healthy baby daughter, domestic violence, relationship breakdown, financial difficulties and post-natal depression. Now Ellie is mum to a healthy, happy 3 year old, has recently started a part-time job, and was one of the founding trustees of the Princess Project. Ellie says:

"It has meant a lot to me being part of the Princess Project. It's been great knowing there's someone to talk to in times where I've felt most alone- the advice and support has been amazing, the project has truly helped me and it will always be appreciated."

Totcycle is our **baby and toddler goods exchange**. This is a bank of good quality second-hand baby and toddler clothing, toys, books and equipment- everything from car seats and travel systems down to nappies and bottles. This is all made available free of charge to families who need it. Mums are encouraged to bring back any items they no longer need so that they can in turn be passed onto other families. It changes lives by relieving financial hardship, allowing families to access items they would otherwise be unable to afford. The exchange concept means that people's dignity is preserved in the process. Totcycle runs alongside our Mums' Hubs.

The Hub provides a safe, welcoming space for vulnerable mothers. It is mum-focussed, not child-focussed, although we provide activities for 0-5s as we recognise that mums can only sit down and relax when their little ones are occupied. The Hub gives mums an opportunity to get out and meet other people, whether those are members of our friendly volunteer team, or other mums. It gives our team a chance to meet and chat one-to-one to mums who are often not engaged with any other groups, and signpost to other support services where appropriate. All this takes place in a homely, friendly environment over a free cup of tea. The small, personal nature of the Hub means that it is more accessible to mums disadvantaged in the ways described below than many other support services.

Katy is the single mum of 3 boys living in Park Wood. Her health visitor referred her to the Princess Project as her baby was sleeping in his pushchair at night- his cot had broken and Katy could not afford to replace it. We were able to deliver a cot to her, along with stairgates to make her flat safer for her two boisterous older boys. Totcycle users say:

"Totcycle has made a massive difference to my family. It has allowed my child to have toys and clothes we are unable to afford. I look forward to coming as we get new things and I get to have a cuppa and catch up with friends while my child plays with other children. This is a fantastic organisation and should be in every town."

"Totcycle has made such a great impact on the residents of Park Wood, so helpful."

Groups and Courses offer support and training to both mums and dads, reducing social isolation at the same time as passing on new skills and techniques and thus strengthening families. We run Parentalk groups, discussion groups for those parenting primary aged children; the CAP money course, which teaches money management and budgeting skills; and the Shine course for women, which builds confidence, self-esteem and a sense of purpose.

"The main thing I took away from Parentalk was having the thought that I'm not the only one who struggles. And it's given me ideas on how to spend a bit more quality time with my children."

"I made new friends."

"The ladies from the Princess Project provided a friendly, supportive atmosphere for the parenting group and the mums who attended felt relaxed and comfortable to talk about their difficulties. Everyone was able to pick up useful tips to try at home and many of the mums shared how the subtle changes to their parenting style was having positive effects on their children's behaviour." Corinne Laming, FLO at Staplehurst Primary School

Giving Princess Gift Boxes to new mothers to make them feel valued and special. *One young single mum commented "It made me feel like the church wasn't judging me".*

We believe that through this package of activities we can start to introduce families to new ways of breaking negative generational cycles, thus bringing about long-term social change.

All the activities of the Princess Project are carried out as a practical expression of the Christian beliefs of the organisations' trustees and volunteers. We believe that as we endeavour to love and serve the mums in our community in the way Jesus modelled, we will point them towards the hope that can be found in knowing that they are precious daughters of a heavenly King: true princesses.

More information about the Princess Project can be found on our website, www.princessproject.co.uk.



Statement of Faith

1. We believe in the love, grace and sovereignty of God, who is Father, Son and Holy Spirit.
2. We believe in the incarnation of God's Son, Jesus Christ, in his death and resurrection, and his coming again.
3. We believe in the inspiration of Scripture.
4. We believe in the dignity of all people, and in God's ability to transform people's lives through faith and trust in him.
5. We believe in the community of God's people, the Church.



Talking about faith: guidelines for volunteers

Extract from Princess Project charitable objects/ public benefit guidance:

“The organisation believes that faith in God, Father, Son and Holy Spirit, enriches peoples’ lives, by giving them a greater sense of meaning and purpose. It is therefore one of the aims of the Princess Project that people would become followers of Jesus Christ, but always on an invitational, non-coercive basis. All the activities of the Princess Project are carried out as a practical expression of the Christian beliefs of the organisations’ trustees and volunteers. All services offered and activities undertaken by the Princess Project are offered to all eligible members of the public, and are not dependent on people’s beliefs (or lack of them).”

Further expanding on our charitable object, Advancing the Christian Faith:

“The trustees can demonstrate that the organisation will advance the Christian religion in the following ways, according to the charity commission guidance 'The Advancement of Religion for the Public Benefit, Annex B: Examples of ways in which charities can advance religion'.

a) Seeking new followers or adherents

Our volunteers aim to practically demonstrate the love of Christ in all they do, in the hope that parents involved with the organisation would come to know Jesus as their Lord and Saviour. This may involve, for example, sharing and explaining our faith when invited to do so, or inviting a parent to come along to a church service (we have excellent links with a number of local churches), or a course such as Alpha that explores the Christian faith. Sharing our faith will always be done sensitively and without coercion, and participation in Christian activities will never be a condition or prerequisite for any other benefits or services offered by the organisation.

b) Outreach work

The organisation also advances the Christian faith by undertaking outreach work- demonstrating God's love in action by providing compassionate, non-judgmental pastoral care to parents in our local community. “

The trustees are clear that we need to be upfront about our beliefs, and unapologetic about wanting to introduce the mums we meet to our Lord and Saviour Jesus Christ, who longs to be in relationship with them, and to make a difference in their lives. Having ‘Advancing the Christian Religion’ as one of our charitable objects may reduce our options as far as funding is concerned, but means we do not need to compromise in this area. We want to be distinctive and point people towards Jesus, and not just another social service.

Key points:

- **Talking about our faith is OK (but only when we've been invited to do so). Mums signing up for the befriending scheme will know this is a Christian project. Be sensitive, but not apologetic.**
- **Offering to pray for or about an issue is fine, as long as we respect people's right to decline this offer. We will discuss this at the initial client/befriender/CEO meeting- if a client says they don't want prayer support, don't offer it again unless the client requests it!**
- **All our services are open to everyone. All parents in contact with the Project must be treated equally and fairly, no matter what they believe.**