

RECRUITMENT PACK



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Welcome from the Chief Executive

Dear applicant,

Thank you for your interest in working for Lifeline Projects.

I am delighted you are considering applying for a position with us and I hope this recruitment pack gives you an overview of who we are and what we do.

The programmes we deliver are built on our award-winning **VIP** (**V**ision, **I**dentify, **P**urpose) framework. This embodies a relational approach that hinges on our teams ability to build rapport, demonstrate commitment and go the extra mile. Whether in faith settings, in schools, in nurseries, with parents, or on estates, we've always seen this approach yield such great results.

We are an established charity and this year are excited to celebrate 21 years of serving our local community.

We hope the following information will help you evaluate our vision and mission and decide if we are a team you would like to be part of.

We look forward to receiving your application.



Nathan Singleton

Chief Executive



What we do

LifeLine Projects was founded in 2000 by a group of volunteers from a local church in East London who saw a need in their local community. Realising that they could be part of the solution, they began working with isolated and marginalised women and young people to help them become agents for change within their community. We've grown from a small organisation with just two part-time members of staff, to a charity employing over 70 members of staff with great impact and national reach. Over the years, we've worked with numerous organisations to deliver many public-sector-funded programmes, and we've received several awards recognising the achievements of our programmes and been short-listed for many more.

We provide a range of services for children and young people, their parents and faith and community groups across the country.

Support Services

Each of our programmes are supported by our Support Services team, based at LifeLine House. This team includes finance, human resources, communications, maintenance, office administration and business development.



Little Learners

The **Little Learners Nursery and Pre-Schools** are our initiative to provide a warm and stimulating environment where young children have the best chance to learn and flourish. Our first Little Learners nursery was opened in 2015 in Elm Park, with a second in Ilford following later that year.

Little Learners in Elm Park is located in a converted residential property on St Nicholas Avenue. Little Learners in Ilford is located within a purpose-built facility as part of the Centreway Apartments complex at Axon Place.

Little Learners is overseen by the Senior Nursery Manager, with each nursery run by its own Nursery Manager, who is supported by a Deputy Manager.

Leading the way—learning through play! Every day at Little Learners is filled with activities and adventures tailored for each individual age group, letting children learn a wide range of skills while playing together and having fun.

Both nurseries feature dedicated rooms for each age group, overseen by a room leader, as well as outdoor garden spaces filled with toys, games and other activities to help children learn and grow. They also both have an on-site kitchen, staffed by a qualified chef, to provide nutritious home-cooked meals.

Our nursery teams use Tapestry, an innovative app available for phones and via the web, that allows them to easily share photos and stories about a particular child with their parents. Parents can also share photos back to the nursery team via the app as well.

Due to Little Learners in Elm Park being over-subscribed, we are currently in the process of setting up a new nursery to meet demand in the area. This will be located at a converted residential property on Ambleside Avenue, and is scheduled to open in 2022.



Young People's Services

Our **SWITCH** programme is the latest expression of our 20+ years of experience of working with young people. SWITCH is focused on the long-term—by building a meaningful relationship with young people, journeying with them, and investing in them and championing them, we aim to inspire them to become *agents of change* for their community. In order to do this, there are three key areas that we focus on:

Firstly, we support their mental health and help them to improve it. Our approach is trauma-informed and focuses on coping with transition and life-changing events that affect long-term health and life choices. We offer a programme of positive activities, community and youth groups alongside training and guidance from our expert team.

Secondly, we offer a better alternative for young people at risk of Serious Youth Violence. We empower young people to change the direction that their life is taking, enabling and supporting them to take steps towards a more positive future. Young people are introduced through their school and are supported to reflect, share feelings, concerns and experiences about the violence they have experienced. Those who are most at risk are offered a trained mentor to support them to develop better self-esteem and identify and change the risky behaviours that brought them to this point.

Finally, we support young people and the community on their local estates. We offering training and support to residents to become community mentors to young residents, while building a sense of neighbourliness and connectivity between groups and generations. We work with at-risk young people, providing mentoring and working with local providers to help them access programmes, positive activities and opportunities.



Young people across all our programmes who show leadership skills are invited to become a *SWITCH Ambassador*. As an Ambassador, they develop their leadership skills in a positive environment—leading activities, starting their own community projects and learning how to become peer mentors to others.

Our **VIP (Vision, Identity, Purpose)** framework is embedded into all of our programmes. **VIP Mentoring** was co-designed with young people and, as a result, 97% recommend it to their peers.

Young people consistently tell us that they want more support, particularly when it comes to questions of mental health and the social and emotional pressures they face. What's often missing for young people are trusted adults; a supportive adult or positive group of friends that can be relied upon over a sustained period when facing challenges in their lives.

VIP Mentoring empowers young people to discover a sense of vision for their lives, to understand their identity and be comfortable in their own skin while providing positive activities within safe boundaries that help them to discover their purpose.



FaithAction

FaithAction is a national network linking over 2,000 faith-based and community organisations who provide public services. FaithAction offers training and support and provides information and has a significant role as the voice, across all faiths, or organisations who are seeking to serve their local communities.

FaithAction has been working as a key partner with the Department of Health and Social Care (DHSC) for 10 years. This role involves working closely with NHS England and Public Health England as well as the DHSC.

During the COVID-19 pandemic, FaithAction has been involved in a number of partnerships to help shape voluntary sector responses to the pandemic and to feed into Government issues from the grass roots. The FaithAction team were involved in regular roundtables with Essex County Council; the Department for Culture, Media & Sport; the Ministry for Housing, Communities & Local Government; and the VCS Emergency Partnership.

FaithAction also acts as the secretariat to the Tower Hamlets Inter Faith Forum.

Creative English

Developed by FaithAction, the very successful **Creative English** programme uses drama based around scenarios inspired by reality to teach English to those with very low levels of English and who are isolated as a result.

Learners will be able to better take part in everyday conversations, better understand English, feel more confident and have access to advice and support from their local community and be more confident to take advantage of local services.

Most classes are delivered by trained volunteers. The programme is delivered in a variety of community settings and, during the COVID-19 pandemic, via Zoom.



Adults' Services

Champions Support Network

The **Champions Support Network** provides a helping hand to parents and carers who are finding that raising a young people can be a challenge. Our Champion Peer Mentors are drawn from the local community—parents and carers who share their knowledge and experience with their peers and help them to navigate the various support systems available. This mentoring is supported by a programme of workshops to ensure parents and carers have the skills they need to support their family.

Healthwatch Barking and Dagenham

Healthwatch Barking and Dagenham acts as champions for people in their local community who use health and care services. Their role is to listen to what people have to say about their local services, and share this feedback with the providers of services so they can improve and better meet the needs of the community.

These findings are also shared with Healthwatch England, which connects the individual local Healthwatch organisations and ensure that local voices can be heard on a national level.

About LifeLine

Our vision

Impacting individuals, influencing systems.

Our mission

Characterised by renewed hope, developed confidence and improved skills, our programmes release people to be agents for change in their communities.

Impact

LifeLine is committed to ensuring that all operational activity evidences high quality service, customer satisfaction and a positive impact on individuals' lives.

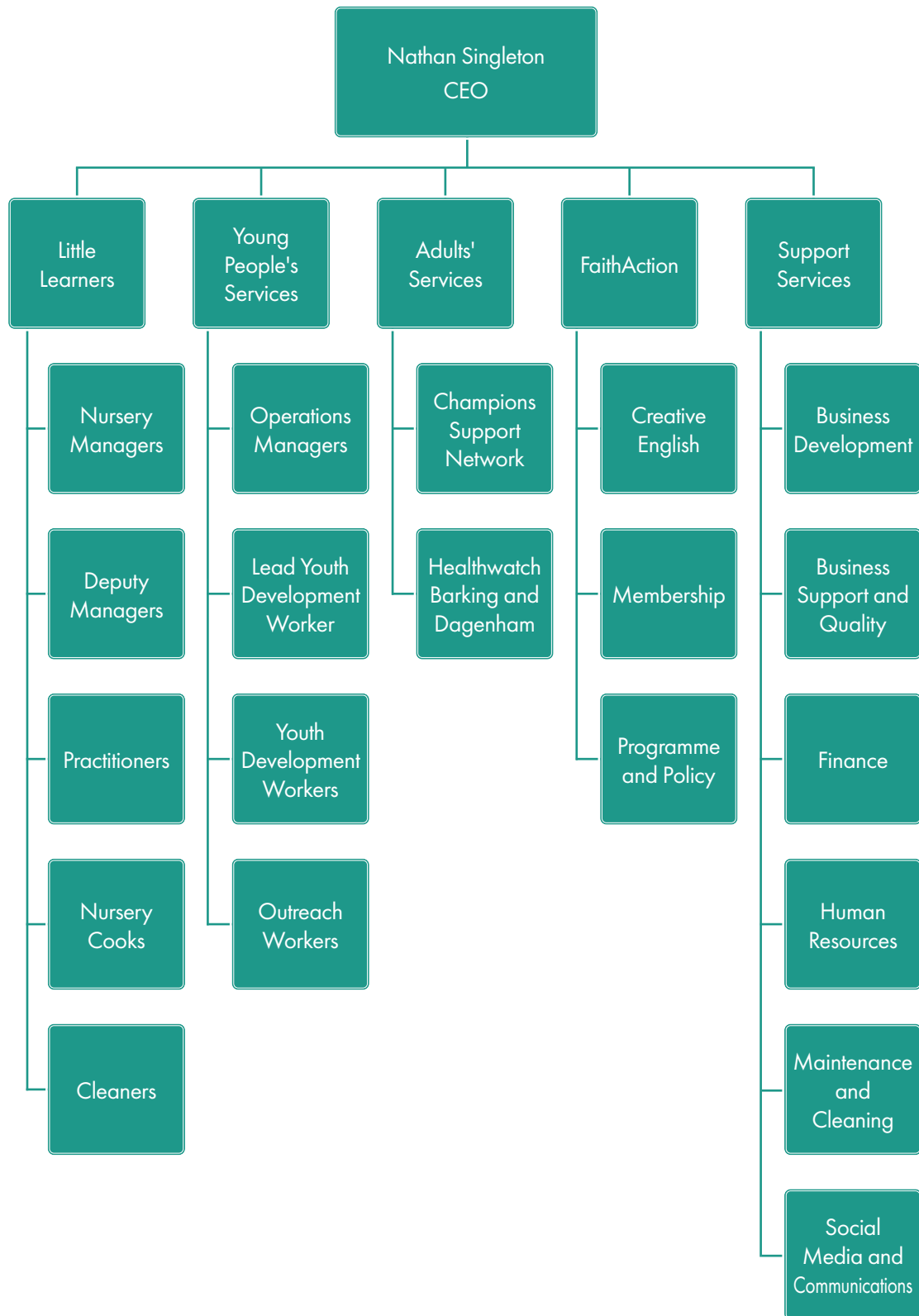
Influence

Ensuring LifeLine's track record of delivery and evidence of impact is used to influence policy locally and nationally.

Sustainability

LifeLine will become the provider of choice in London for prime contractors, Local Authorities, schools and Central Government.

Organisational chart



Our values

The shared behaviours below are those that we consider integral to the way that we deliver our mission:

- Excellence** We are committed to a journey of improvement.
- Integrity** We say what we do and we do what we say.
- Ownership** We look after the resources we have, the people we work with and the programmes we provide.
- Compassion** We want the best for one another and go out of our way to be kind and support one another.
- Team** We recognise that we are not the best at everything, and ask for help from others who are more able. We offer help to those who need it.

Our strategic goals

The areas of work through which our mission and values are achieved.

- 1)** Childcare services, including day-care nursery provision.
- 2)** Programmes where vulnerable young people are empowered to gain vision, identity and purpose, becoming agents for change in their communities.
- 3)** Parenting programmes which build stronger families and inclusive communities.
- 4)** FaithAction—a national network supporting faith-based organisations at work in their local communities by: funding, training, advising, campaigning, researching and innovating in the belief that faith is too significant to ignore.

Working for us

Where we work

Lifeline Projects main office is based at

Lifeline House

25 Neville Road,
Dagenham,
Essex RM8 3QS

Lifeline House is well served by public transport links. The local mainline station is Chadwell Heath, less than one mile from Lifeline House. The nearest London Underground station is Becontree, 1.4 miles from Lifeline House.

Little Learners Nurseries and Pre-Schools are based at

Elm Park

15 St. Nicholas Avenue,
Elm Park,
Essex RM12 4PT

Iford

2 Axon Place,
Iford,
Essex IG1 1NL

When we work

LifeLine House is open daily 9:00AM—5:30PM.

Full-time hours are 37.5 per week, with a one-hour unpaid lunch break.

Little Learners Elm Park is open daily 7:30AM—6:00PM.

Full-time hours are 40 per week, with a one-hour unpaid lunch break.

Shift patterns operate.

Little Learners Ilford is open daily 7:30AM—6:30PM.

Full-time hours are 40 per week, with a one-hour unpaid lunch break.

Shift patterns operate.

We have a number of staff who work part-time or on a sessional basis. Hours for these staff vary.

During the COVID-19 pandemic, arrangements are in place for staff to work from home. Managers will agree hours and days with employees.

Induction

All new staff benefit from a full induction with their line manager and team, the CEO, operational Leads, Business Development, Communications, Finance, and HR. Training, ongoing support and personal development is also discussed and provided.

Probationary period

All our posts are subject to an initial probationary period. This varies according to the length and type of contract.

Benefits

	Full time	Part time	Sess- ional
Holiday—25 days plus bank holidays (26 days for managers and 28 days for senior managers), plus an extra 2 days after 3 years length of service and an additional 2 days after 5 years length of service	✓	Pro-rated	Pro-rated
Pension—3% employer contribution; 5% employee contribution. Subject to terms and conditions, pension contributions will begin after 3 months	✓	If minimum requirements met	If minimum requirements met
Free DBS checks at start of employment and every three years	✓	✓	✓
Little Learners—25% childcare discount	✓	✓	✓
Free tea and coffee	✓	✓	✓
Paid compassionate and emergency leave	✓	✓	✓
Free eye tests for display screen equipment users	✓	✓	
Free festive celebration	✓	✓	✓
Free uniform for Youth Development Workers and Little Learners Staff	✓	✓	✓
For Little Learners staff only:			
Free two-course lunch freshly prepared by onsite cook	✓	✓	✓
Professional development and in-house training	✓	✓	✓
Staff inset days	✓	✓	✓
Whole organisation staff day	✓	✓	✓
Employee of the month recognition	✓	✓	✓
Length of service awards	✓	✓	✓
Refer-a-friend scheme	✓	✓	✓

Completing the application form

You may either type or write in pen to complete your application form.

Sections 1 to 5

Fill out these sections fully making sure all details are correct. Please make sure you include any adjustments that may be required should you be called for interview and provide any dates you are not available for interview.

Section 6 - Education and Qualifications

Ensure you include all relevant qualifications and levels achieved.

Section 7 – Membership of Professional Associations

Please state whether you are a member of any professional bodies, indicating your level of membership and qualification.

Section 8 – Training

Please provide details of any training, seminars or short courses attended relevant to the post, providing details of the subject and date of attendance.

Section 9 and 10 - Employment History

Please start with your current or most recent employer and give a brief description of your main responsibilities of that role.

Please list all previous positions held and ensure you account for any gaps in your employment history.

Section 11 – Personal Statement

Please make sure you read the person specification in the job description before completing this section.

We shortlist against the person specification. The information you provide in this section is therefore very important as it enables you to give examples of the skills, experience and training you have that are relevant to this position. Please address each requirement in the person specification. If you do not address each requirement this may impact your likelihood of being shortlisted.

Give clear, short paragraphs that show how your experiences meet the criteria.

Section 12 – Reference

Always ask your referees for permission before giving their contact details for your application.

Your referees should be your current or previous line manager, academic tutors or a volunteer manager if applicable. Do not give details of family, friends or colleagues.

Referees will only be contacted after an offer has been made. We will confirm this with you before we approach your referees. If there is a problem with this then please contact us.

Equal Opportunities Form

Please be assured that this is not part of the application process and will be removed prior to the shortlisting process.

Data we obtain from these forms is analysed and the information will help us to guide our recruitment strategies.