



Deputy Senior Waterway Chaplain

## **Application Pack**

To be a catalyst in the waterways communities to bring about short and long term personal transformation – emotionally, mentally and spiritually

# From the CEO

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I am delighted you are interested in joining the Waterways Chaplaincy team.

This is a really exciting time for the trust with the funding in place to expand the waterways chaplaincy into new areas. You would be joining an impressive team of volunteers led by Mark Chester, the Senior Waterways Chaplain, who are already making a difference in the lives of those we meet.



The plan is to grow the number of volunteers from the current 50 to 200 by 2020. The number of people using the waterways as their home or second home is growing, so are the needs. We regularly come across people facing poverty, debt, issues of mental health, isolation and eviction. This new role gives us the opportunity to offer this help across a wider area.

We are therefore looking for an experienced leader with initiative, creativity, passion and compassion to see this vision come to fruition. If this is you and you meet the criteria in the person specification, then we would love to hear from you.

Des Scott  
CEO

# Workplace Matters

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## Our Purpose

We are dedicated to bringing meaning and purpose to work and lifestyles through the work of our chaplaincy.

## Our Vision

To be a catalyst in the waterways communities to bring about short and long term personal transformation – emotionally, mentally and spiritually. Our Waterways Chaplains aim to support those who use the waterways and canals across the UK, but especially those who ‘live aboard’.

## Our Values

To act justly, love mercy and walk humbly with our God, because God loves everyone and everyone is significant in his eyes. To support and encourage everyone, regardless of religion, orientation and race.

## Background

Waterways Chaplaincy (WWC) is a fast growing initiative making a ‘step change’ from what has been a southern based focus, into a national project. In the last two years the number of volunteer chaplains has increased from 25 to over 50 and the intention is to have recruited a total of 200 by the end of 2020.

The appointment of a Deputy Senior Chaplain Waterways is crucial to this development in supporting the Senior Chaplain in his national responsibilities and leading chaplaincy development in the Midlands and north of England.



**Workplace Matters** is an ecumenical Christian charity currently based at the Diocese of St Albans Offices, established in 2009 with a vision to bring meaning and purpose to work. The charity is very experienced in the area of chaplaincy and currently support four different types of chaplaincies; London-Luton Airport, Luton Casino, Retail and Waterways. Early in 2017 Workplace Matters formed a partnership with Church Army, an organisation with 135 years' experience working with the homeless, marginalised and those in need. They bring expertise in support services such as HR, administration, compliance and leadership.

**WWC** is slightly different from the other Chaplaincies. The chaplain's distinctive primary focus is to proactively reach out to people in our many and diverse waterways communities – not just those in the workplace. The 2,000 miles of waterways and canals in England and Wales are busy! There are approximately 36,000 boats with the number of permanent liveaboards increasing by about 10%pa and about 4.2 million visitors to the waterways every fortnight. Chaplains also support the increasing number of boaters who are 'signposted to them' by the Canals and Rivers Trust Welfare Officer, other boaters who are concerned for someone they have come across in need and other Waterways Chaplains. Rather like Street Pastors, Waterways Chaplains are there to serve those they come across. But unlike Street Pastors, our chaplains often help to sort out more involved issues with the boater e.g. benefits problems.

WWC vision is to 'be a catalyst in the waterways communities to bring about short and long term personal transformation – emotionally, mentally and spiritually'. In this we see our relation with the local church as being of crucial importance.

The project is led by a part-time paid Senior Chaplain, Revd Mark Chester, who was recruited in March 2015. His activity has been a key part in growing the chaplaincy base and developing structure.

**The social and economic context.** Newspaper headlines in the UK are often full of stories of the homeless on our streets, but rarely do you hear about the vulnerable and marginalised who are more hidden across our 2000 miles of inland waterways and canals. As they silently travel through our communities, one could be forgiven for not even realising they had been there. Some of these boaters, would not choose this way of living, but have had it thrust on them for economic and personal reasons e.g. redundancy, family breakdown, financial problems and mental health issues. These waterways users are in many ways the 'hidden homeless'.

Living on the waterways might sound like an attractive way of life, but it can be isolating and when you need help, who can you turn to? It is complicated even more, by the requirement of those boaters, who have a 'continuous cruiser licence', to move on from their moorings every 2 weeks, which means they do not have their own postcode. This means that simple daily activities like visiting the doctor, using foodbanks, obtaining benefits from the Department of Work and Pensions and even visiting family become a challenge. Without the normal framework of a local community and support services around them, they become invisible and seeking help becomes more fragmented. Their needs are then in danger of becoming more complex, costing more

to local services. In short the vulnerable are 'falling through the net' with no one to listen to, support them and in some cases become suicidal.

All WWC are Christians, motivated by their faith, who are committed to serving such people whether they are of Christian faith, other faiths or no faith.

**Volunteer Regional WWC Coordinators** have recently been developed to provide mutual support and sharing of good practice through regular meetings. Regional monthly meetings are currently held in the St Albans area, Surrey, Newbury and the Midlands. About 60% of the volunteer WWC regularly attend those meetings with many of the remainder being geographically dispersed.

Volunteer WWC's role is to walk the tow paths, in pairs where possible, within a certain geographical patch, although some with their own narrowboats exercise a 'roving' ministry as they move areas. They are trained volunteers, who are assigned a mentor for the first few months and are from different backgrounds e.g. retired health professionals, engineers and research chemists! The chaplains are very connected into their local communities and aim to both respond to referrals and proactively 'come alongside' boaters in need, especially those with personal challenges.

The chaplains offer:

- Listening: listening ear to the isolated.
- Signposting: sign post those in difficulty to local support services e.g. Foodbanks.
- Advocates: act as advocates when a boater needs someone to unravel issues e.g. benefits problems.
- Emergencies: take boaters to access emergency medical support e.g. Doctor or hospital. Access to a WWC 'Hardship Fund'.
- Practical: practical help e.g. washing and drying laundry for boaters after capsizing.

# The role of :

## Deputy Senior Waterways Chaplain

### Job Description

Job Title:	Deputy Senior Waterways Chaplain
Location:	Home-based (North of England)
Responsible To:	Senior Waterways Chaplain (National)
Responsible For:	Volunteer Chaplains in CRT enforcement areas 1-6
Purpose:	To provide effective leadership for the Waterways Chaplaincy with a particular focus on the North of England.
Objectives:	<ol style="list-style-type: none"><li>1. To be a member of the Waterways leadership team</li><li>2. To build an effective Waterways chaplaincy service in the north of England</li><li>3. To recruit, train and oversee the volunteer chaplains</li><li>4. To be an active Waterways chaplain</li></ol>

#### Key Tasks:

*It is expected that 75% of the time will be allocated towards outcomes 1 -3 and 25% on objective 4.*

#### **1. To be a member of the waterways leadership team**

- To work with the Senior Waterways Chaplain (National) and the CEO on development plans for the waterways chaplaincy.
- Ensure that reports, and all other information, from volunteer chaplain groups are forwarded to the Workplace Matters central office for funding and management purposes. Most of the feedback will be through the WWC website.
- To work in conjunction with the Senior Chaplain to develop training courses that ensure continuous development of volunteer teams.
- Attend and take part in Workplace Matters Senior Chaplain team meetings and collaborate with other senior chaplains in Workplace Matters.
- Deputise for the Senior Chaplain (National) when he is not available.

## **2. To build an effective waterways chaplaincy service in the North of England**

- Liaise at regional level with local agencies such as Canals and Rivers Trust, Department for Work and Pensions, various boaters groups or any Local Authority contacts to establish effective relationships within each to facilitate positive outcomes when there are issues that require resolution.
- Ensure that any memorandum of understanding with such agencies are upheld and adhered to, and communicated down to volunteer chaplains.
- Enable or lead regular regional support meetings (currently monthly) for volunteer WWC teams.
- To build up networks with local churches.
- To liaise and connect with other regional organisations doing similar work.

## **3. To recruit, train and oversee the volunteer chaplains**

- Recruit, train and support a growing team of chaplaincy volunteers in conjunction with the national plan and strategy.
- Recruit, train and support Regional WWC Team Leaders.
- Support, oversee & direct volunteer chaplains with their day to day issues.
- To liaise with the administration team to make sure all the relevant checks are done for volunteers. (if this is who you're referring to)
- To undertake regular reviews with the volunteers.
- To ensure good practice across all areas, including Safeguarding and Health & Safety.

## **4. Practical (25% of time allocation)**

- Visit the tow path on a regular basis to provide pastoral care and support, encouragement and a 'listening ear' to all users. This exposure will ensure a hands-on approach and understanding of volunteer teams, for which the candidate will be responsible.
- Develop and build relationships i.e. ensuring individuals are fully aware that all conversations are confidential and that the Waterways chaplaincy is independent.
- Communicate effectively by listening, questioning, building a rapport, and being able to put self in the 'other person's shoes.'
- Where necessary, help the client to access and communicate with outside agencies which may include DWP, Local Authorities, and the Canal & Rivers Trust.
- In the case of benefits delays and other hardship, help clients to access food banks and other sources of help available to them.

### **General**

- To be an advocate for Workplace Matters and the Waterways Chaplaincy.
- To adhere to the policies and procedures of Workplace Matters at all times, and ensure that the volunteers are aware and acting in accordance of them.
- To attend regular supervision and annual reviews with the Senior Chaplain (National).
- Any other tasks appropriate to the role that may be assigned by the Senior Chaplain.

# Person Specification

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below. These should be evidenced through your application, and then if applicable through your interview and references.

	<b>Essential</b>
Experience in leadership of church or voluntary sector (ideally 5 years or more )	Application, reference and interview
Spiritually and mentally robust.	Application, reference and interview
Evidence of an ability to be accountable.	Reference
Able to work in isolation, responding appropriately to pressure and criticism	Application and reference
Able to take initiatives, be creative and know when to seek advice	Interview
The ability to operate without clearly defined objectives and outcomes	Application and interview
Good organisational and delegation skills	Application and interview
Excellent communication skills – specifically listening, questioning, giving feedback, building a rapport	Interview
An understanding of Data protection and how it applies in the context of chaplaincy	Application form/Interview
Understanding confidentiality and how it applies in this context	Application and interview
An ability to work within a team	Application form
Proven ability to work ecumenically	Reference and Application
Knowledge of Christian values and theology as applied to the waterways ministry	Interview
Knowledge of the purpose, vision and values of Waterways Chaplaincy	Interview
An ability to work with people across a wide diversity of backgrounds , cultures and circumstances	Application and Interview
Able to relate to people in all walks of life	Application form/interview

Ability to share their faith appropriately in different contexts	Interview
Reasonably fit and active	Interview
Able and willing to travel to locations, as appropriate	Interview & application
Competent IT User	Interview

## Outline Terms and Conditions

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Salary	£35,097 (pro rata)
Location	Home-Based (North of England)
Hours	20 hours per week
Annual Leave	25 days (pro rata)
DBS	Enhanced
Occupational Requirement	Christian It is an occupational requirement that the job holder is a Christian and an active and committed member of the church to which s/he belongs, under Part 1 of Schedule 9 to the Equality Act 2010.

### **Mark Chester** Senior Waterways Chaplain (National)



# Application Process

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To apply, please submit an application form, which is available to download from the Waterways Chaplaincy website [www.waterwayschaplaincy.org.uk](http://www.waterwayschaplaincy.org.uk)

References will only be taken up once we have asked you expressly for your permission to be given.

Church Army are handling the administration for the role. applications should be sent to: [recruitment@churcharmy.org.uk](mailto:recruitment@churcharmy.org.uk)

## **Deadline:**

Sunday 1<sup>st</sup> October

## **Interview date:**

Friday 13<sup>th</sup> October in Sheffield

For more information about Workplace Matters visit <http://www.workplacematters.org.uk/>

For specific information about Waterways visit <http://www.waterwayschaplaincy.org.uk>

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Successful completion of a probationary period
- Two satisfactory references (one from your Church Leader plus one other)