

RECRUITMENT PACK

Lifeline
Projects

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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, in 2025, we are excited to celebrate 25 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 80 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

Little Learners Nurseries and Pre-Schools are our initiative to provide a warm and stimulating environment where young children have the best chance to learn and flourish. The first **Little Learners** nursery was opened in 2015 in Elm Park.

Our **Little Learners** nurseries in Elm Park are located in converted residential properties on *St. Nicholas Avenue* and *Ambleside Avenue*.

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 *iConnect*, an innovative app available for phones and via the web, that allows them to easily share photos and stories with parents. Parents can also share photos back to the nursery team via the app as well.



Young People

Our **SWITCH** programmes are 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** (**V**ision, **I**ntity, **P**urpose) 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. For their members, they share information, news, and funding opportunities, as well as offer a range of training and support. They also act as the voice of faith to local and national government, including being secretariat to the *All-Party Parliamentary Group on Faith and Society*.

FaithAction has worked as a key partner with the *Department of Health and Social Care* (DHSC) for over 13 years and the *Department of Housing, Communities, and Local Government* for over 10 years.

FaithAction are involved in a number of partnerships to help shape voluntary sector responses to current issues and to feed issues from communities to Government. Through the *APPG on Faith and Society* and its *Faith Covenant*, **FaithAction** engage with local authorities and faith groups from over 30 areas across the country to promote the role of faith-based social action and gather intelligence on key issues.

FaithAction also acts as the secretariat to the *Tower Hamlets Inter Faith Forum* and is working closely with *Barking and Dagenham*, *Tower Hamlets*, and *Birmingham City* councils.

Creative English

Developed by FaithAction, the very successful **Creative English** programme uses roleplay scenarios inspired by real life situations to help teach conversational English and build confidence and form friendships between participants.

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, delivered by a variety of faith and community organisations in settings across the country.



Families

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.

SW!TCH Communities

Delivered in partnership between our Families and Young People team, **SW!TCH Communities** helps coordinate a local and bespoke response to violence affecting young people in neighborhoods across London. Our team work with local people—particularly young people—to identify the issues that are affecting their community and then position them to lead on introducing positive change. This work is supported by events and meet-ups designed to build new relationships and strengthen community, along with positive activities—including sport and arts—to support and engage with young people.

Infant Feeding Support

Working in partnership with Mind, our Infant Feeding Support works to support and encourage breastfeeding in new mothers. Our trained peer supporters build a local network of support, with informal support groups and structured antenatal sessions available, to provide new and expecting mothers with all the advice and guidance they need. For those in need of further assistance, one-to-one sessions with our trained team are available as well.

One Stop Mental Health Support

Our One Stop Mental Health Support works with adults aged 18+ who have a diagnosable mental health condition. Our Community Support Workers provide one-to-one support, a programme of group activities, and guidance and support through local engagement hubs. This work is supported by a team of trained volunteers sourced from the local community. Each person we support works with our team to help form their own personal plan of action to improve their emotional, physical, and societal wellbeing.

Community Befriending

Targeted at those aged over 18 that are known to Adult Social Care and partner organisations, our befriending service aims to reduce loneliness/isolation, increase the independence of individuals, support individuals to increase their resilience, help to build positive connections and networks, support mental and physical wellbeing, and increase the diversity of volunteer characteristics and experience to support befriending needs.

Organisational chart



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.

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

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.

Our ExOTIC values

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

Excellence

- ◆ **We encourage each other to continually succeed and improve.**
- ◆ We are on a journey—we will not settle along the way but are focussed on the destination.
- ◆ We are a professional Voluntary Sector organisation—not on a shoestring but seeking investment to do things well.

Ownership

- ◆ **We look after things.**
- ◆ We take responsibility, seeking that the whole job gets done—ensuring we compete tasks, not just tick boxes.
- ◆ We are solution focused—we look for solutions rather than problems.

Team

- ◆ **We ask for help from others who are more able. We offer help to those who need it.**
- ◆ We value each member and recognise each member's strengths. We know we can have the best results when we work together.
- ◆ We hold each other accountable and we ask for help.

Integrity

- ◆ **We are confident in who we are and act with honesty. We are open and don't hide things.**
- ◆ We do what we say and we say what we do. We are transparent in our actions and motives. We are led by conviction, rather than law or trend.
- ◆ This impacts all we do, from operations being involved in bid sign-off to how we collect data.

Compassion

- ◆ **We want the best for one another and go out of our way to be kind and support one another.**
- ◆ We are pleased when others succeed and show empathy in disappointments.
- ◆ We go above and beyond.

Benefits

Pay

We offer competitive pay for all roles within LifeLine Projects and Little Learners.

Pay and progress scales are in place in our Young People and Little Learners divisions that provide development and progression opportunities and increase to pay.

Pension

3% employer contribution and 5% employee contribution (subject to terms and conditions).

Holiday

Depending on your job level, you'll get between 25 and 28 days holiday a year, plus bank holiday entitlement, plus additional days based on length of service (entitlement is pro-rata depending on when you join and how many days you work per week):

- ◆ 2 additional days at the start of the next annual leave year after completion of 3 years continuous service.
- ◆ 2 additional days at the start of the next annual leave year after completion of 5 years continuous service.
- ◆ 1 additional day for each additional 5 years worked at the start of the next annual leave year after 10 years continuous service.

Long service

Awards, non-cash and cash recognition for staff who work for us for 5 years plus.

Other paid leave

- ◆ Up to four half days for hospital appointments in any annual leave year
- ◆ Marriage – one day
- ◆ Jury service – two weeks

DBS checks

Free checks at the start of employment and every three years.

Company sick pay

Paid sick leave, after passing probation, subject to length of service and number of incidences in a 12-month rolling period.

Childcare discount

Between 25% and 60% discount at our Little Learners nurseries (subject to terms and conditions).

Employee Assistance Programme (EAP)

Free EAP for all employees and their immediate families from day 1 of employment with access to short-term counselling, legal advice, and financial guidance as well as access to the Wisdom wellbeing app.

Supporting working families

We are here for our staff during the difficult times and support includes paid time off for bereavement and early pregnancy loss as well as unpaid carers and dependent care leave.

We also offer enhanced maternity and paternity pay.

Eye tests

Free eye tests for display screen users.

Flexible working

All staff have the day one right to discuss flexible working and can formally make two flexible working requests per year.

Hybrid working

Allows colleagues to mix home working with office work. Up to 2 days working from home is available to staff (excluding Little Learners and Youth Development Workers).

Parental leave

There might be times when you need some extra flexibility to accommodate your parenting responsibilities. We want you to know that you can take up to 18 weeks' unpaid parental leave per child under 18 years in their lifetime; up to four weeks per year.

Shared parental leave

Shared parental leave allows you to take a flexible approach to deciding when you'll be away from work after your baby is born or when you adopt or foster.

Drinks

Free hot and cold drinks are available to all staff.

Festive celebration

Free annual festive celebration for all staff.

Uniforms

Free uniforms for staff who work in our nurseries and in our Young People division.

Training and development opportunities

We provide training and development opportunities for all staff, an annual staff training day and inset training days for staff who work at our Little Learners nurseries.

Working for us

Where we work

The **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.

Our **Little Learners Nurseries and Pre-Schools** are based at:

15 St. Nicholas Avenue

Elm Park,
Essex RM12 4PT

1 Ambleside Place

Elm Park,
Essex RM12 5ES

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.

Our **Little Learners** nurseries are open daily 7:30AM—6:00PM.

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.

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.

Completing the application form

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

Sections 1 to 4

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 5—Education and Qualifications

Ensure you include all relevant qualifications and levels achieved.

Section 6—Membership of Professional Associations

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

Section 7—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.

Sections 8 and 9—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 10—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 11—References

Your referees should be your current or previous employer, academic tutor, 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.

Safer recruitment policy statement

At LifeLine Projects, we are committed to the safeguarding and protection of children, young people, and adults at risk in our work. We will do everything possible to ensure that only those who are suitable to work with children are recruited to work for us.

Our recruitment processes are the first steps we take to safeguard and promote the welfare of children, young people and adults at risk in our care.

LifeLine Projects is committed to:

- ◆ Safeguarding and protecting all children, young people, and adults at risk by implementing robust safer recruitment practices that include a range of vetting checks including enhanced DBS checks.
- ◆ Identifying and rejecting candidates who are unsuitable to work with children, young people, and adults at risk.
- ◆ Responding to concerns about the suitability of candidates during the recruitment process.
- ◆ Responding to concerns about the suitability of employees and volunteers once they have begun their role.
- ◆ Ensuring all new staff and volunteers participate in an induction which includes child and adults at risk protection as appropriate.

As an employer, LifeLine Projects expects all staff and volunteers to share this commitment.