

CLC Job Profile

Full Job Title	Reports To:
Amber Chaplain and Outreach Worker (afternoon support/evening coordinator)	Church Leader (Homelessness)
Internal Relationships:	Location & Hours of Work
Amber volunteer team	18.75-37.5 hours per week Aldermoor Farmhouse (With occasional attendance at other CLC sites as required).
Grade:	D-E
Key Purpose	
<p>To coordinate and assist with the Amber chaplaincy and outreach service to support and empower women involved in selling sex on the streets of Southampton. Working to encourage positive and empowered life choices through build trusting, supportive relationships with women, providing holistic practical and spiritual support and facilitating their engagement with and access to support through partner agencies.</p>	
Key Accountabilities	
<ul style="list-style-type: none"> To help coordinate and deliver the afternoon Amber multi-agency mobile hub, and the evening chaplaincy and outreach provision, ensuring consistent, compassionate presence and engagement with women on the streets that affirms dignity and value. Alongside the volunteer team to cultivate safe, non-judgmental, and trusting relationships with women involved in selling sex on the streets, recognising and responding to their individual journeys and needs. Ensure the outreach van is clean, tidy, well stocked and appropriately maintained. Build and maintain collaborative relationships with local support workers across other agencies and charities as part of delivering a multi-agency mobile outreach hub, and to ensure further joined-up support pathways, including through regular attendance at Ladies Night and regular communication with, and occasional attendance at, Night Light. Provide trauma-informed, person-centred support that addresses spiritual, emotional, and practical needs, including through informal chaplaincy, offering emotional, spiritual, practical and relational support. Where possible provide one-to-one follow-up support to encourage and support women to identify and pursue their own goals and aspirations, promoting self-worth and resilience. Facilitate appropriate referrals and advocate for women's needs within a multi-agency context, helping and empowering them to engage with partner agencies to access housing, health, recovery, and justice services, while respecting individual choices and readiness. Take responsibility for appropriate capture, storage and communication of relevant data that demonstrates outcomes and helps to shape and grow the impact of what Amber can offer. Contribute to the continual learning and improvement of the project through helping to coordinate and deliver regular training, peer support events, monitoring, evaluation, and feedback of volunteers and the Amber staff team. Participate in ongoing planning and review of outreach activities in line with the charities vision, values and safeguarding standards. 	

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- Where appropriate represent City Life Church and the Amber Project within the wider community, including through social media, engagement with churches, local groups, and networks, to raise awareness of the issues affecting women involved in selling sex on the streets, and to support fundraising initiatives.
- Uphold and communicate the values and vision of the charity and the Amber project in all internal and external relationships.
- Work alone, when necessary, in accordance with our Lone Working Policy
- Participate in reflective practice, regular supervision, and ongoing training to enhance the quality of care and understanding of complex needs.
- Take responsibility for identifying and responding to safeguarding concerns fully complying with policies, best practice and safeguarding legislation. Full Enhanced DBS check is required.
- Commit to listening and engaging with diverse communities with empathy and respect. Valuing others internal and external to City Life Church.

Dimensions

The duties of this post are not exhaustive and may vary from time to time in line with the needs of CLC. If business priorities change. It is not intended for any additional duties/ variations to require formal variation of contract or to change the general scope of this job profile.

In accordance with the Equality Act 2010 it is an occupational requirement that the post holder is female and a practicing Christian.

Qualifications and Experience

- English and Maths GSCE or equivalent
- Relevant counselling or chaplaincy skills training or experience desirable

Values and Behaviours & Personal Attributes

The post holder will be expected to operate in line with CLC values and behaviours. City Life Church charity is involved in many different church activities and community projects. We are motivated by, and committed to, loving, and serving people well. Our four overarching values are:

Compassionate Community We embrace diversity, welcoming both friends and strangers, and seek to offer a place of belonging to all.	Pioneering We are responsive to the needs of those within our community and in the communities, we serve, finding creative solutions, breaking new ground, and courageously embracing the challenges that come with change!
Empowering We seek to give people the tools to enable them to live well and thrive. We are committed to justice for all, respecting each person's beliefs and choices.	Creativity We value the courage to reflect, learn and express ourselves creatively. We celebrate creativity in every action, expression, response, and collaboration.

Behaviours

Open - we are honest, transparent and respectful

Collaborative - we achieve more when we work together

Effective - we care about doing the best job we can

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We welcome differences and encourage diverse input

- We learn from our mistakes
- We strive to keep improving
- We ask for, and offer, support when needed
- We solve problems by working together
- We give and receive useful feedback
- We communicate clearly
- We take responsibility for tasks from start to finish

Key Competencies

Communications

- Uses forms of communication appropriate to audience
- Takes responsibility for reading and understanding communications from CLC management
- Communicates in a professional and courteous manner
- Responds appropriately to requests for routine information and communicates clearly and concisely
- Information and messages are conveyed accurately and timely

Leadership & Accountability

- Demonstrates a flexible attitude to own and others workload
- Manages workload with minimal supervision and achieves set deadlines
- Shows commitment to personal learning and development
- Committed to building and retaining effective working relationships
- Upholds the values of CLC

Planning & Organisation

- Prioritises and organises workload to achieve deadlines
- Proactively works with others to achieve individual and team objectives
- Works to agreed standards and achieves deadlines
- Able to follow detailed instructions

People and Team Management

- Understands own role in team
- Contributes to and shapes individual and team targets
- Treats colleagues and others with respect and courtesy
- Is committed to the team and the team agenda
- Actively contributes to the work of the team
- Assists with aspects of induction of new staff
- Positively responds to requests for assistance from team members

Teaching, Learning and Pastoral

- Is sensitive to spiritual and emotional needs of community, individuals, and other internal and external stakeholders
- Signposts further advice/support where appropriate

Empathy (Incorporating Diversity & Inclusion)

- Takes responsibility to expand knowledge, understanding and the ability to sense others' perceptions of how they see things.

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- Recognises different perceptions and tolerant of the circumstances and needs of others without judgement
- Models CLC expectations with regards to equalities, diversity and inclusion
- Able to demonstrate sensitivity, compassion and empathise with an individual's circumstances

Financial Control

- Ensures records and data are collated, kept up to date and accurate
- Recognises issues that require escalation
- Follows good practice guidance and complies with CLC's financial processes

Technical

- Takes responsibility to expand knowledge and understanding within own sphere of responsibility
- Recognises different needs of individuals in their ability to undertake their respective roles
- Models CLC expectations with regards to provision of its range of services locally or nationally

Working Conditions

- Follows best practice guidance and comply with safeguarding, health & safety regulations and policies
- Recognises and eliminates common hazards
- Able to anticipate dangerous incidents, identify risks and take appropriate action to mitigate those risks

Innovation and Creativity

- Makes timely and considered decisions by applying knowledge
- Knows when a decision is beyond the level of responsibility and knows when to refer to others
- Contributes to service improvements
- Actively seeks client/stakeholder feedback to improve and develop performance

Reviewed: December 2025
Next Review due: March 2027

Signed:

Name:

Date: