

South Yorkshire Chaplaincy & Listening Service

P/T Listener – 25 hours p’week

(FTE role Salary: £23,000 pro-rata; 3% contribution to auto-enrolment pension scheme; pro-rata 25 days annual leave + bank holidays)

Organisation	South Yorkshire Chaplaincy and Listening Service
Website	www.sycls.co.uk
Address	Alpha House 10 Carver Street Sheffield, S1 4FS
Organisation Background Information	<p>We are a small, rapidly expanding, charity (CIO 1174021) whose stated objective is ‘the preservation and protection of good physical and mental health through the provision of Listening and Chaplaincy Services and confidential Pastoral Care and advice for individuals both inside and outside the workplace throughout South Yorkshire.’ At our core is the Christian ethos to care holistically for people. Essentially, we are an independent, confidential service supporting people through the challenges of life.</p> <p>We partner with organisations to support them in providing a culture and environment of holistic well-being for the people within their care; and empower local volunteers to engage with those facing life’s challenges. This means our (mostly volunteer) Listeners and Chaplains operate within a wide range of contexts: Primary and Secondary Care, Businesses, Engineering, Schools, Sports Clubs, Fire Service, working with Patients and their Families, Staff, Students, Local community. We work with organisations on an on-going basis but also respond to an organisation following a specific crisis or issue. In addition we provide training in Listening Skills and other well-being related subjects.</p> <p>Our partnership approach means emotional support is offered within a community context, not only supporting individuals, but supporting that workplace community to provide an enhanced culture of well-being.</p>
Listening Service Background	<p>One of the ways we partner with organisations is by providing on-site Listening Services. Our Listeners visit an organisation to provide one-to-one Listening appointments for the people within that organisation. The Listening model we use is a form of Active Reflective Listening: its focus is to enable and empower the speaker to identify and process their thoughts and feelings around a current situation or issue: sometimes processing is sufficient; other times it helps the speaker to identify a course of action they can take; or it may be preparatory for counselling or other forms of more structured support.</p>

Project Background Information	<p>Based on the success of our services, the need was becoming greater than our volunteer capacity and therefore have a growing staff team providing Listening services in a range of settings. The aim of this role is to provide Listening services within various organisations, supporting some regular client organisations, picking up additional appointments, and responding to new requests, including Critical Incident support, in a speedy manner.</p>
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Primary Focus of this role	<p><i>Key aims and objectives</i></p> <p>To provide a first class Listening Service for individuals within a range of Partner Organisations across South Yorkshire.</p>
Overview of Role	<p><i>What will the job entail (briefly)</i></p> <p>Provide an on-site Listening Service for some Partner Organisations on a regular basis, and others on an ad-hoc basis. Organisations may include: schools (for staff); businesses; Fire Service; students, sports clubs.</p> <p>Provide an on-site staff Listening Service at a number of Sheffield schools, some on a regular basis, others on an occasional, ad-hoc, basis.</p> <p>Provide a weekly Listening Service for 6th form students plus occasional Listening appointments for students at a Community College, developing this project.</p> <p>Facilitate supportive group listening sessions for school staff involved in Pastoral Care.</p> <p>Work with the Communications Officer and People Co-ordinator in developing our Listening projects, including speaking at meetings and school training days to promote the Listening service.</p> <p>Treat clients with respect and dignity, giving time and focus to listen to their situations.</p> <p>Offer information on other community services, as appropriate, and be aware of issues to flag up subject to the relevant confidentiality and disclosure obligations.</p> <p>Liaise with the allocated lead at each organisation in addition to attending one-to-one supervision with a SYCLS Project Co-ordinator.</p> <p>Record outcomes and provide regular reports.</p> <p>Attend regular SYCLS team meetings. The monthly SYCLS team meetings and supervision play a key role in feeling part of the SYCLS staff team.</p> <p>Represent SYCLS in a positive manner, assisting in promoting services.</p> <p>Attend ongoing training, supervision and CPD events.</p>
Listening Service	<p><i>The Listening Services operate on the following basis:</i></p> <p>Referrals are made to the Listening Service by the Partner Organisations within which they are based, including self-referral.</p> <p>Bookings are made by the Partner Organisation and the Listener given a list.</p> <p>Appointments are made in hourly slots (up to 50 minutes with 10 minutes breather/contingency).</p> <p>Appointments take place in an allocated room in each Partner Organisation, or occasionally by telephone, zoom or at SYCLS Listening room.</p> <p>Records are kept on outcomes, safeguarding reporting and any need to break confidentiality (Listeners will sign confidentiality agreements and operate in line with safeguarding and disclosure policies).</p>
Expectations of Post-holder	<p>This role requires an empathic approach to people in distress.</p> <ul style="list-style-type: none"> • Passion for SYCLS vision and values and sympathetic to our Christian ethos • Warmth, sensitivity, compassionate and empathic listener • Excellent listening skills – we expect the post-holder to pilot new projects as they arise



	<ul style="list-style-type: none"> • Flexible approach • Excellent interpersonal skills with an ability to work with a wide range of people • Organised approach to appointments and rotas • Ability, and happy, to work in a small team, and independently • Comfortable liaising with external professionals • Demonstrates an understanding of appropriate behaviour in professional environments • Demonstrates understanding of mental health and working with people in distress • A real interest and desire to support people facing a range of life challenges • IT savvy for professional & friendly emails, occasional report writing, and producing outcomes.
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<p>Additional Information</p>	<p>We are a small charity with 17 staff and a number of off-site volunteers. This means the post-holder/s will be part of a small staff team, whilst working with a range of people across the Partner Organisations.</p> <p>This role will involve working with vulnerable adults and teenagers, therefore the successful candidates will need an enhanced DBS check as a final stage of the recruitment process.</p> <p>The successful candidates will complete SYCLS core training programme incorporating Essential, Applied and Advanced Listening Skills with an assessment and sign-off. Training will include Listening to People in Crisis, Safeguarding training and modules specific to working with adolescents.</p> <p>SYCLS provide regular, ongoing, modules in project-related subjects and the Listener will attend 2-3 SYCLS CPD days per year.</p> <p>This is a funded post until end of June 2026 at which point we will review.</p>
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<p>Estimate of travel</p> <p>This role is based across South Yorkshire, predominantly, but not exclusively, Sheffield. The role therefore involves travel between venues and the post-holder will require reliable transportation. There will also be a requirement to attend SYCLS offices for admin and planning, supervision, training and team meetings.</p> <p>Mileage costs incurred for travelling to Partner Organisations will be reimbursed.</p>

<p>Time Frame</p> <p>We will be interviewing on Thursday 13th June therefore welcome CV applications by Friday 7th June close of play, stating your experience, relevant training and qualifications, and giving examples of how you meet the Post-holder expectations. Please also include a covering letter stating why you are interested in the position. These should be emailed to linda@sycls.co.uk</p> <p>Please contact linda@sycls.co.uk or 07896 823749 if you want to discuss before applying.</p>

