



Area Support Chaplain

Candidate Pack



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Welcome to One MHA

Thank you for your interest in the **Area Support Chaplain** role at MHA.

As part of our Chaplaincy Team, you will play a vital role in supporting and developing chaplaincy across our care homes and retirement living schemes. **At MHA we know that chaplaincy is essential to helping people live later life well.** Our chaplains bring comfort, companionship, and spiritual care that reaches residents, relatives, and colleagues alike.

The Area Support Chaplain role is both relational and strategic: you will spend time alongside chaplains in your region, fostering a sense of belonging and shared purpose, while also working with managers and colleagues across MHA to strengthen the chaplaincy service.

You will be part of a strong wider team of Area Support Chaplains, working closely with the Head and Deputy Head of Chaplaincy, and connected with the Methodist Church and local faith and belief communities.

This is a role for someone who can combine pastoral sensitivity with organisational awareness, and who shares our commitment to enabling people in later life to live well.

If you have the drive, skills, and experience to be part of this journey, we'd love to hear from you.

Best wishes,

Sam Cowling-Green





About MHA

MHA is the UK's largest charitable care provider, dedicated to enabling older people to live later life well.

Through our specialist care homes, thriving retirement living schemes, and vibrant community groups, we create spaces where people feel valued, supported, and connected. With a strong legacy and an ambitious vision for the future, we ensure the highest standards of care, companionship, and wellbeing.

Our approach is shaped by our values, known as The MHA Way:

- We **respect** every person, treating them with dignity.
- We **nurture** mind, body, and spirit.
- We **inspire** the best in each other.

Behind every care home, retirement living scheme, and community service, our Central Support teams provide the expertise and infrastructure that keep MHA running smoothly. From Finance, IT, HR, and Marketing to Estates, Change & Policy, these teams ensure we operate efficiently, sustainably, and in line with our values.

Our One MHA Strategy (2025-30) sets out how we will evolve to meet the needs of older people today and in the future. It focuses on three key areas:

- **People** – Creating an inclusive culture that empowers colleagues and volunteers, supporting them to deliver relationship-centred care.
- **Places** – Sustaining and developing vibrant, welcoming environments, ensuring our care homes, retirement living, and communities foster connection and independence.
- **Processes** – Strengthening our systems and infrastructure, ensuring efficiency, sustainability, and the highest standards of care and governance.

About the Role

Job Title

Area Support Chaplain

Location

Home based, with travel across a designated area.

Salary

The salary for this role is **£32,125 per annum (pro rata for 14 hours per week), rising to £33,655 (pro rata)** following successful completion of the six-month probationary period.

MHA reviews pay and benefits annually, and this role will be eligible for any % pay uplift awarded in future reviews.

Contract Type

This role is being offered on permanent basis.

The Role

Are you motivated, collaborative, and ready to make a real difference? As an Area Support Chaplain with MHA, the UK's largest charitable care provider, you'll help shape the future of chaplaincy and enrich the lives of older people.

As part of our **Chaplaincy Team**, you'll join a network of over 100 chaplains nationwide. Working with the Head and Deputy Head of Chaplaincy and other Area Support Chaplains, you'll support chaplains and managers to ensure spiritual care stays at the heart of MHA's mission to help people live later life well.

The area includes:

Care Homes: Aigburth (Leicester), Alexandra House (Harwich), Cromwell House (Norwich), Norwood (Ipswich), Queens Court (Cambridge), Rushden Park (Rushden), The Martins (Bury St Edmunds), Stones Place (Lincoln)

Retirement Living Schemes: Alexandra Court (Harwich), Edina Court (Wisbech), The Maples (Peterborough), Welland Place (Market Harborough)

Key Responsibilities

- Support chaplains in your area through calls, visits, and meetings
- Support the development of our chaplaincy service to ensure best practice, effective spiritual care is available in every location.
- Promote chaplaincy within homes and schemes, working with managers and colleagues
- Support recruitment, induction, and training of chaplains and volunteers
- Represent MHA in the Methodist Church (Synods, Circuit Meetings, MHA Sunday)
- Build relationships with MHA Communities, reps, and Fundraisers
- Network with local faith and belief communities and other organisations
- Follow MHA policies, including safeguarding and infection control
- Attend one-to-one meetings and appraisals
- Travel across your designated area as required



Person Specification

Qualifications / Education

- Evidence of personal development (Essential)
- Evidence of personal development in theological understanding and its application to chaplaincy (Essential)

Experience

- Providing pastoral, spiritual, and religious care in a care environment (Essential)
- Supervising others (Desirable)

Skills / Knowledge / Abilities

- Knowledge of current chaplaincy models and best practice (Essential)
- Knowledge of the Methodist Church (Desirable)
- Ability to deliver training (Essential)
- Ability to communicate the value of spiritual care to stakeholders inside and outside MHA (Essential)
- Ability to relate well to people from all backgrounds and build working relationships quickly (Essential)
- Ability to communicate effectively in a range of situations, including times of intense emotion or disagreement (Essential)
- Ability to listen openly and reflectively, identifying goals and outcomes while promoting dignity and respect (Essential)
- Ability to analyse complex data, prioritise tasks, and manage time effectively (Essential)
- Computer literacy (Word, Excel, Outlook) (Essential)
- Ability to work independently and use own initiative (Essential)



Person Specification

Personal Qualities

- Reflective approach to experience (Essential)
- Sensitivity to the needs of people in later life (Essential)
- Willingness to be trained and developed (Essential)
- Flexible approach to work (Essential)

Circumstances

- Able to work flexible hours within an agreed framework and travel across the designated area (Essential)

Values and Commitments

- Living and promoting MHA's values (Essential)
- Commitment to Equal Opportunities and anti-discriminatory practice (Essential)
- Positive attitude to Health & Safety (Essential)

Benefits of Working at MHA

Whatever your role at MHA, we take your career and development seriously and want to help you make a real difference. It's crucial our people have the right skills to develop their careers and meet the challenges that lie ahead, you'll benefit from regular performance and development reviews where we'll work with you to grow and develop in your role.

Equality, Diversity and Inclusion

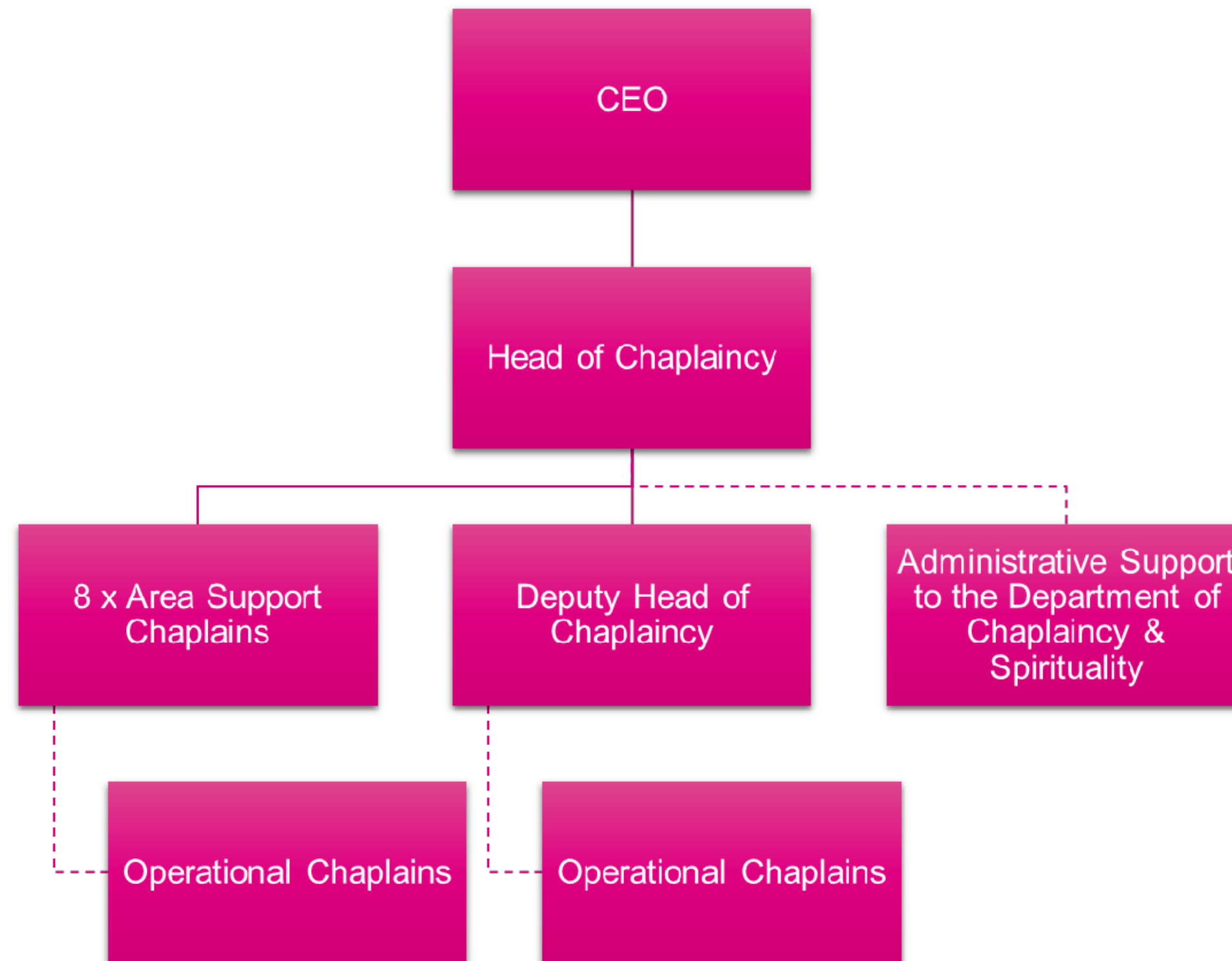
Our organisational values of Respect, Nurture and Inspire are at the heart of what we do. We are committed to a culture where all people are able to thrive and flourish in work. We want to attract and retain the best talent from diverse backgrounds and perspectives, we want everyone to be the best of themselves, to feel supported and have a strong sense of belonging to MHA.

In addition to a competitive salary, we'll offer you:

- 28 days holiday pro rata (including bank holidays) and an option to buy annual leave with line manager agreement
- Pension Scheme
- Occupational sick pay rising each year
- Life assurance
- An employee discount scheme which includes savings at high-street stores and online
- Access to a number of nationally recognised training courses and qualifications
- Employee assistance programme including free counselling and legal advice
- Access to chaplaincy and pastoral support
- Access to wellbeing resources
- Family friendly policies
- Long service awards
- Employee awards for outstanding contributions



Organogram



Recruitment Process

Application

To apply for this role, you will need to complete the online application process accessed via the advert listed for this role by **Sunday 26 October 2025**. You must ensure you upload a CV and complete the statement of suitability section.

- **CV** – This should set out your career history, key responsibilities, and achievements, providing reasons for any gaps.
- **Statement of Suitability** – No more than 500 words, explaining how your skills and experience meet the criteria for this role.

Please note that failure to submit both a CV and a statement of suitability **will** result in your application not being considered.

Use of AI in Applications

We recognise the value and increasing prevalence of AI in professional settings. To ensure transparency, we ask all candidates to declare if and how AI has been used in their application.

Shortlisting

Applications will be reviewed by the panel, chaired by Sam Cowling-Green. You will receive an acknowledgement of your application and be advised of the outcome as soon as possible.

Assessment

If shortlisted, you will be invited to an assessment session at **MHA Queens Court, Cambridge** where you will be evaluated on your:

- **Written application** – demonstrating your relevant qualifications, experience, and motivation
- **Presentation** – showing your ability to communicate ideas clearly and engage others
- **Interview** – exploring your skills, knowledge, and personal qualities in relation to the role

Interview

If successful at the assessment session, you will be invited to a panel interview, where we will explore your experience and suitability for the role in more depth.

Full details of each stage will be shared with shortlisted candidates.

Offer

Regardless of the outcome, we will notify all candidates as soon as possible after the final interview.

Timeline

The anticipated timeline is:

Advert Closes	Sunday 26 October 2025
Shortlisting	Monday 27 October 2025
Interviews	Friday 7 November 2025

FAQs

Is this role suitable for part-time working?

This role is part-time and flexible working arrangements will be considered. If you wish to discuss your needs in more detail please contact SCP.Team@mha.org.uk

Will the role involve travel?

Yes. You will travel once a year to each chaplaincy site within your designated area, as well as occasionally for activities such as recruitment, training, or meetings. MHA reimburses all travel expenses in full, and where overnight accommodation makes travel more practical, these costs will also be covered.

Can I claim back expenses incurred during the recruitment process?

Any costs incurred in relation to the attendance of assessment days and interviews will be at the candidates expense.

What reasonable adjustments can be made if I have a disability?

We welcome and encourage applications from all candidates and are committed in supporting all candidates to participate fully in the recruitment process. This includes supporting candidates who have a disability by making reasonable adjustments to the recruitment process. Please contact SCP.Team@mha.org.uk following your application should you require a conversation regarding this.

Can I apply if I'm currently working for MHA?

Yes. This role is open to all suitably qualified and experienced people already working for MHA and those in the external market.

Do I need to declare if I've used AI in my application?

Yes. We recognise the value and increasing use of AI in professional settings. To ensure transparency, we ask all candidates to declare if and how AI has been used in their application.