



RECRUITMENT PACK

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Thank you for taking the time to find out more about joining the team at Mercy UK. Whether this is the first time you've heard about us or you are already one of our dear friends, we hope we can stay connected with you.



Who We Are

Established in 2005, Mercy UK is committed to helping every Christian live free and stay free through deepening their relationship with God, self and others.

Working in partnership with local churches across the UK and Europe, our services include pastoral training, discipleship resources such as 'Keys to Freedom', and our free of charge support programme, launched in 2023 – the Freedom Course.

LIVE FREE, STAY FREE

We want every Christian to have the tools they need to thrive: to experience real freedom from the issues that hold them back and to navigate life's challenges from this place of wellbeing and wholeness.

Statement of Faith

Mercy UK acknowledges and accepts that there are different emphases and expressions within various Christian traditions. As a Christian charity, we affirm that:

- The Bible is the accurate and authoritative Word of God and applicable to our everyday lives.
- There is one God, the Creator, who exists in three persons – the Father, the Son and the Holy Spirit; He is totally loving and completely holy.
- Jesus Christ is the Son of God and the only one who can reconcile us to God; He lived a sinless life, died on the cross in our place and rose again to prove His victory and empower us for life.
- In order to receive forgiveness for our sins we must repent and believe in Jesus Christ who equips us to live a new life.
- God wants to heal and transform us so that we can live healthy and prosperous lives in order to help others more effectively.
- Our eternal destination is determined by our response to Jesus Christ and that He is coming back again.
- The Church is the body of Christian Believers, called into committed fellowship with one another and anointed to bring the gospel of Jesus to the world.

The Mercy Approach

The Mercy approach is all about understanding the 'Why Behind the What'. We do this through a number of different ways. For example:

- We seek first to understand before being understood – that is, we ask questions, we have

brave communication with each other and we listen, not just to what is being said, but for the meaning behind the words.

- We address the root issues – that is, we don't work towards seeing behaviour modification. Instead, we seek to partner with God in bringing healing at a root level because we understand that when the root is healed, the connected behaviours can be released to follow.
- We educate, equip and empower – that is, we give away what we learn because we understand that as we encounter the hope-restoring, life-transforming love of God others will too.



In our practice, the Mercy Approach is informed by our guiding principles: our core values, our statement of ethical practice and our core competency statement.



Our **Guiding Principles** are our most established and inform our services provision. We commit to:

- 1) offer all our support services free of charge;
- 2) always give at least ten percent of all donations to other organisations and ministries; and
- 3) not take any funding or any money that interferes with the freedom to share Christ.

This means that we will never seek to make money from other people's issues but seek instead, to provide our support to individuals free of charge, and to donate money to other Christian causes. Mercy will never require an individual to pay for the support they receive, and the support they receive will always be Christ-centered.

Our **Core Values** of **Passion for God**, **Passion for People** and **Passion for Excellence**, inform our approach. It means that we will always ask ourselves, does it bring glory to God? Does it communicate value to people? Is it excellently done?

As a team member, we ask you to challenge yourself with these same questions as you undertake the responsibilities of your own role and, where something does not reflect our values, to work with your line manager to address this.

Our **Statement of Ethical Practice** informs our decision-making. This means that as we make decisions, we will test them against our ethical framework, through our existing policies, through statutory safeguarding legislation and through best practice guidance obtained through our voluntary membership with regulatory bodies.

Our **Core Competencies Statement** informs our personal and professional development and requires staff to be competent in

- 1) our core qualities
- 2) relational communication
- 3) knowledge and skills
- 4) reflective practice
- 5) accountability.

This means that as individual team members, we are aware of our responsibility towards continual personal and professional growth in order that we may represent Mercy UK's core values, our ethos and our statement of faith to the best of our abilities.



Core Qualities of a Mercy Employee

At Mercy UK, we are committed to becoming an organisation where team members feel supported, valued and challenged. As an agile and fast-moving team, we seek to give our very best in attitude and activity in seeing hope restored and lives transformed.

We each contribute to the culture that we wish to work within and to this end, ask our teams to actively develop and partner with the following core qualities:

Positivity

Choosing to look for the positive in a situation, turning challenge into opportunity, guarding the wellbeing of our colleagues, the atmosphere and our working environment.

Honour

Choosing to respect, show value, build healthy relationships and encourage one another with dignity and esteem.

Growth Potential

Choosing to advance and pursue new growth in creativity, professionalism, spirituality, emotional maturity, excellence, personal development and communication.

Follow Through

Choosing to steward our responsibility and owning the influence of our responsibility in affecting the bigger picture; being accountable and seeing things through to completion.

Alignment

Choosing to position ourselves in agreement with managerial or leadership decisions, regardless of our personal preference and agenda, and seeking to understand decisions so that they may be upheld with a sense of conviction.

Resilience

Choosing to address challenges and hindrances, to dig deep, push through, keep going and move past any present circumstances, committing to seek a 'here and now' sense of direction and purpose in the outworking of your relationship with God.

Integrity

Choosing to be consistent, authentic, honest and trustworthy with ourselves and with one another, creating an atmosphere of authenticity and safety.

Discipline

Choosing to exercise self-discipline towards positive emotional, mental and spiritual health as well as personal productivity, actioning what is required regardless of personal mood.

Gratitude

Choosing to be thankful in all circumstances, sharing breakthroughs and positive updates to the teams and contributing to an atmosphere of joy and momentum.

Faith

Choosing to trust and remain confident in God's character, nature and faithfulness and committing to ongoing fellowship with the Godhead and His Church.



Team Member Benefits: Promoting Mental, Emotional, Spiritual & Physical Health in the Workplace.

As a registered Mindful Employer and Health Assured EAP (Employee Assistance Programme) member, Mercy UK is committed to promoting positive mental, emotional, spiritual (in line with our Occupational Requirement), and physical health in the workplace, and proactively creates an open and supportive work environment.

In our approach to promoting mental, emotional, spiritual and physical health and wellbeing we:

Encourage team members to be more physically active by making provisions in the workplace for activity opportunities. This includes:

- Encouraging regular breaks away from desks and visual display units
- Allowing a 15-minute paid break for wellbeing walks
- Access to the on-site gym
- Cycle to work scheme

Provide healthy lifestyle choices by addressing healthy physical settings, such as:

- Fresh food storage and preparation area

- Access to a nutritionist or personal trainer as part of a wellness action plan
- Not permitting smoking or vaping on site
- Reimbursements for eye tests, basic glasses and blue-light blocking glasses for display screen users

Providing funding and promoting workplace practices that specifically promote holistic and Christ-centered wellbeing including:

- An annual budget for managers towards team building activities
- A 'Rubies & Pearls' fund to alleviate team member financial hardship or for team member recognition of a significant achievement, contribution or special occasion
- A team of in-house staff chaplains trained to offer prayer support and registered with ACC
- Sponsorship towards team member further education courses
- Paid 'Refresh' days to promote proactive self-care, reflection and spiritual engagement as underpinned by our Occupational Requirement and Statement of Faith

Providing access to information and resources that increase team member knowledge and awareness around wellbeing, such as:

- An Employee Assistance Programme with Health Assured, which offers free medical, legal, financial, family care and mental health advice and support for all team members and their immediate family members
- Free attendance to any of Mercy UK's training courses
- Certification in Mental Health First Aid
- First Aid at Work, Safeguarding and Fire Marshall training for Appointed Person team members
- Open invitation for team members to attend worship and teachings, as well as access to regular guest speakers
- Access to a library of resources and a database of support options and referrals, upon request
- Wellness Action Planning and Stress Risk Assessments
- Access to GiANT 5-Voices assessment and training for effective communication and interpersonal relationships

At Mercy UK, team members also benefit from:

- On-site parking
- Workplace pension with 3% employer contribution
- 30 days annual leave including bank holidays (pro-rata; increased with length of service)

At Mercy UK, we believe in a living and active relationship with God and therefore, believe that every member of the team is called by God to partner with our mission of seeing every Christian to have the tools they need to thrive.

We look forward to hearing from you and invite you to get in touch and ask any questions that may inform your decision to join the team. Thank you once again for your interest in Mercy UK.

In honour of God and in His service,
Arianna Walker, CEO

