

Application Pack



YMCA

YMCA
DOWNSLINK GROUP



Dear Applicant,

Thursday, 10 December 2020

RE: HOUSING SERVICES WORKER
CLOSING DATE: TUESDAY 5TH JANUARY 2021
INTERVIEW DATE: 14TH JANUARY 2021

Thank you for your interest in joining the YMCA DownsLink Group.

This job pack contains the following:

- ▶ **Job Profile and Person Specification – to refer to on your application**
- ▶ Principal Terms & Conditions
- ▶ Welcome to Applicants
- ▶ The YMCA Movement, Our Vision, About Us and Our Structure
- ▶ Policy on the Recruitment of Ex-Offenders

To apply, use this job pack and person specification to complete the application form and submit via email to recruitment@ymcadlg.org, preferably as a Word document. Put the job title in the subject bar and ideally save your application as 'your name APPLICATION'. If you would like a form with a dyslexia-friendly font, please get in touch.

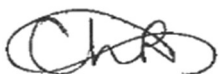
If you have not heard from us within 2 weeks of the closing date, please assume that your application was not successful on this occasion.

YMCA DownsLink Group welcomes applications from all sections of the community. We value diversity and promote inclusion, which we demonstrate through our activities, as well as in our policies and working practices. Reinforced by our culture and values, we seek to create an inspiring and inclusive place to work.

YMCA DownsLink Group requires all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Successful applicants are required to undertake a full enhanced disclosure via the Disclosure and Barring Service (DBS).

We look forward to receiving your application.

Yours faithfully,



Charley Lockie
Recruitment and HR Administration Manager

Job Profile

HOUSING SERVICES WORKER

Reporting to PROJECT MANAGER
Service Area COMMUNITY & PROPERTY SERVICES (CAPS)
Location HORSHAM

Job Purpose

To work with young people and families to provide tenancy sustainment support and housing management services

Organisational Purpose

Our vision is of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive. In supported housing this means working in a person-centred way, using a strengths-based, Trauma Informed (TI) approach; we maximise choice and control for young people and we use Restorative Practice to resolve disputes and minimise evictions. From day one of the service, and throughout, we emphasise moving on to independence as the ultimate goal, but we also recognise that the pathway to independence is not linear, and that to be effective our service needs to be flexible and responsive, and allow young people to take managed risks in a safe environment.

Our values are to welcome all, to support, and to inspire

Project Overview

YMCA DownsLink Group provides safe accommodation and opportunities for young people who have been made, or are at risk of becoming, homeless. We work across West Sussex in Crawley, Horsham, Mid Sussex and Worthing. Our transitional housing provides more independent accommodation for young people moving on from 24 hour staffed projects and young people referred by local authorities who are able to sustain a tenancy with lower levels of support. We have a number of projects where we provide just tenancy sustainment support and housing management services including a new service, Refocus, for families who have been found to be intentionally homeless and need stable accommodation and a short period of support, mainly around money and tenancy management, to get back on their feet.

YMCA DLG requires all staff and volunteers to be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and to respond proactively to safeguarding concerns.

Successful applicants are required to undertake an Enhanced Disclosure via the Disclosure and Barring Service (DBS)

Responsibilities

Housing

1. Ensure rents and service charges are collected in accordance with target collection rates and arrears kept to a minimum.
2. Promote a credit culture by encouraging residents to pay an element of personal charges upfront and keep up to date with all payments due
3. Provide a housing management service ensuring all compliance is up to date and maintenance issues are reported
4. Coach residents to manage their occupancy agreement in preparation for independent living by keeping to house rules
5. Identify and keep track of the needs and the risks presented by residents to ensure they can keep themselves and, where applicable, their children safe, liaise with external agencies appropriately and participate in statutory review meetings when required.
6. Report and respond appropriately to incidents in accordance with YMCA DLG policy and practice
7. Maintain a current knowledge of housing and welfare benefits for residents and be aware of significant changes to housing law
8. Deal effectively with housing non-compliance issues such as non-payment of rent, poor room/flat condition or rule breaking concerns, using restorative practices and working in liaison with the rest of the team
9. Share in the duty management of the building, maintaining and ensuring the health and safety of the site and its occupants
10. Ensure empty properties are turned around quickly, in line with void targets, and comply with lettable standards
11. Deal with enquiries and interview residents for accommodation ensuring that they have clear information on what the project offers and their own responsibilities
12. Deal promptly and effectively with any incidents of anti-social behaviour
13. Report any maintenance issues and ensure they are completed to an acceptable standard

General

1. Work in a team to take responsibility for safe delivery during periods of lone working
2. Participate in development, training and supervision
3. Utilise Reflective Practice Supervision to enable Trauma Informed care
4. Comply with all YMCA DLG policies and procedures at all times, in particular Safeguarding Children and Adults, and Diversity and Inclusion, and abide by the Code of Conduct
5. Attend appropriate development and training events
6. Ensure service users are made aware of key processes e.g. complaints, information sharing, getting involved, and clearly record how they wish to receive information e.g. one-to-one meetings, text, large print, language, braille etc.)
7. Carry out any other appropriate duties as directed by the Projects Manager to support and promote the work of YMCA DLG

Person Specification

- ▶ Experience of providing housing management, preferably within a supported housing setting

- ▶ Understanding of the key risks, and challenges faced by young people and/or vulnerable families
- ▶ A confident and capable communicator with the ability to engage and inspire
- ▶ To have a working knowledge of the benefits system
- ▶ An excellent planner and organiser, able to multi-task and manage own time with minimal supervision
- ▶ Motivated and resilient, with a 'can do' attitude
- ▶ Able to build strong relationships with other professionals in other organisations
- ▶ A strong team player who can support and challenge colleagues appropriately
- ▶ Able to develop and implement new ideas to solve problems and improve services and resources
- ▶ Excellent record keeping and written and verbal communication skills.
- ▶ Excellent IT skills including Microsoft Office and data management systems such as Pyramid, B-Think or INFORM.

General

- ▶ A commitment to the aims and values of the YMCA Downslink Group

Principal Terms & Conditions

1. Salary

£22,640 per annum

2. Benefits

- ▶ Health Shield Cash Plan: covers the cost (to an agreed limit) of health and well-being treatments
- ▶ Induction and supportive appraisal programmes
- ▶ Life assurance policy: 2x annual salary
- ▶ Company sick pay - up to 5 days in first 6 months, up to 10 days in first year, and up to 20 days after 1 years' service (pro-rata for part time staff)
- ▶ Training and professional development opportunities
- ▶ Competitive stakeholder pension with Legal and General

3. Holiday entitlement

27 working days (rising to 29 after 5 years' service) plus all public holidays (pro-rata for part time staff).

4. Contract Type

This is a permanent post

5. Working hours

Normal hours of work are 37.5 hours per week.

6. Working Pattern

Typical working days are: 9.00am-5.00pm Monday to Friday.

7. Location

Your normal place of work will be Horsham

8. Probation

There is a six-month probationary period.



Welcome to Applicants from the CEO

Thank you for your interest in this role and I hope you find this pack and our website www.ymcadlg.org answer your questions. You probably will have heard of YMCA, the largest and oldest youth charity in the world, but you may not have heard about *us*. YMCA DownsLink Group is a grouping of local YMCAs across Sussex and Surrey, who over the past seven years have taken the decision to work more formally together to increase the capacity and impact of YMCA work in the region. Our last merger was in June 2018 when we welcomed Eastbourne & Wealden YMCA into the organisation. We took our name from a well-known bridle path that connects the South and North Downs called the Downs Link Way, following the merger of Sussex Central YMCA and Guildford YMCA in 2014. So, while we have a long heritage, we are a young and ambitious organisation. This creates opportunities that I hope you will relish.

We believe that the work of the YMCA is transformational, and our vision is built on transforming young lives. At YMCA DownsLink Group our work is targeted towards young lives on the fringes of our society with the aim of helping them to *belong, contribute & thrive*. Our services are focused on five key themes:

- ▶ *Helping young people belong in the local communities they live in*
- ▶ *Supporting wellbeing in young lives*
- ▶ *Keeping children & young people safe*
- ▶ *Helping young people achieve*
- ▶ *Empowering young people to influence*

Last year our services reached over 13,000 young lives across Sussex & Surrey. We are an ambitious organisation committed to further increasing our reach and the impact of our work.

I hope that you are sufficiently interested to read on and find out more about YMCA DownsLink Group and this role. I look forward to receiving your application and wish you well.

I welcome your interest.

Chas Walker

Chas Walker
CEO, YMCA DownsLink Group



YMCA DOWNSLINK GROUP

Our Localities



Our Projects



YMCA SAFE SPACE

Support and first aid for people intoxicated, distressed or injured during a night out



YMCA WISE PROJECT

Supporting children and young people to stay safe in their relationships



YMCA ENGAGE

Providing meaningful activity for older adults whilst training young people in a care specific coaching environment



YMCA RIGHT HERE

Young people promoting health and wellbeing through education, campaigning and influencing



YMCA YAC

Advice and support for young people aged 13-25



YMCA CHAPLAINCY

Providing a non-judgemental space to discuss, explore, listen and support



YMCA EDUCATION & TRAINING

Enabling young people to achieve their full potential



YMCA POSITIVE PLACEMENTS

Supporting young people in their journey towards education, employment or training



YMCA CAFÉ

A great place to eat, relax and meet up with friends



YMCA DIALOGUE

Counselling and therapeutic support for children, young people and families



YMCA SOCIAL ENTERPRISE SERVICES

Grounds maintenance, landscape gardening, painting & decorating and handyman

YMCA DOWNSLINK GROUP

The YMCA Movement

YMCA

The YMCA is the largest and oldest youth charity in the world. It is a global, faith-based movement responding to the needs of young people around the world. From its humble beginnings in the City of London in 1844, the YMCA has grown to become a worldwide organisation reaching over 55 million members in 119 countries. As the founding 'country', YMCA England & Wales plays an important role in the worldwide movement and as a local YMCA we are committed to be an active member of the YMCA movement nationally and internationally. **Find out more about the YMCA DownLink Group at www.ymcadlg.org**

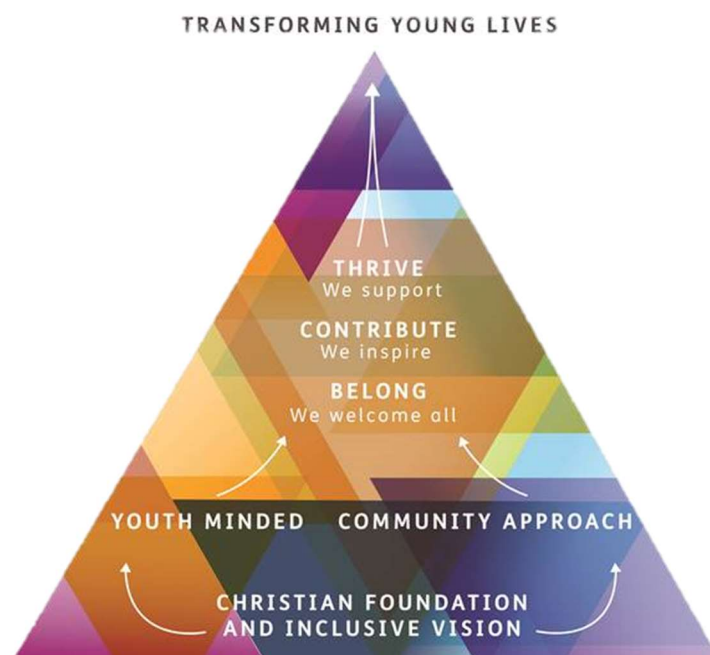
YMCA England & Wales

The YMCA Movement in England and Wales is a federation of over 112 YMCAs that work across 740 recognised communities in England & Wales. Each YMCA is an independent, self-governing charity that affiliates to the YMCA Federation. [YMCA England & Wales](http://www.ymcadlg.org) supports and facilitates the work of the Federation providing the YMCA with a national voice in supporting the YMCA vision of *transforming communities, so all young people can belong, contribute & thrive*. It also supports YMCAs by promoting high standards of working, sharing best practice, fundraising on their behalf, partnering with them to pilot new projects, and providing training opportunities for their staff and volunteers.

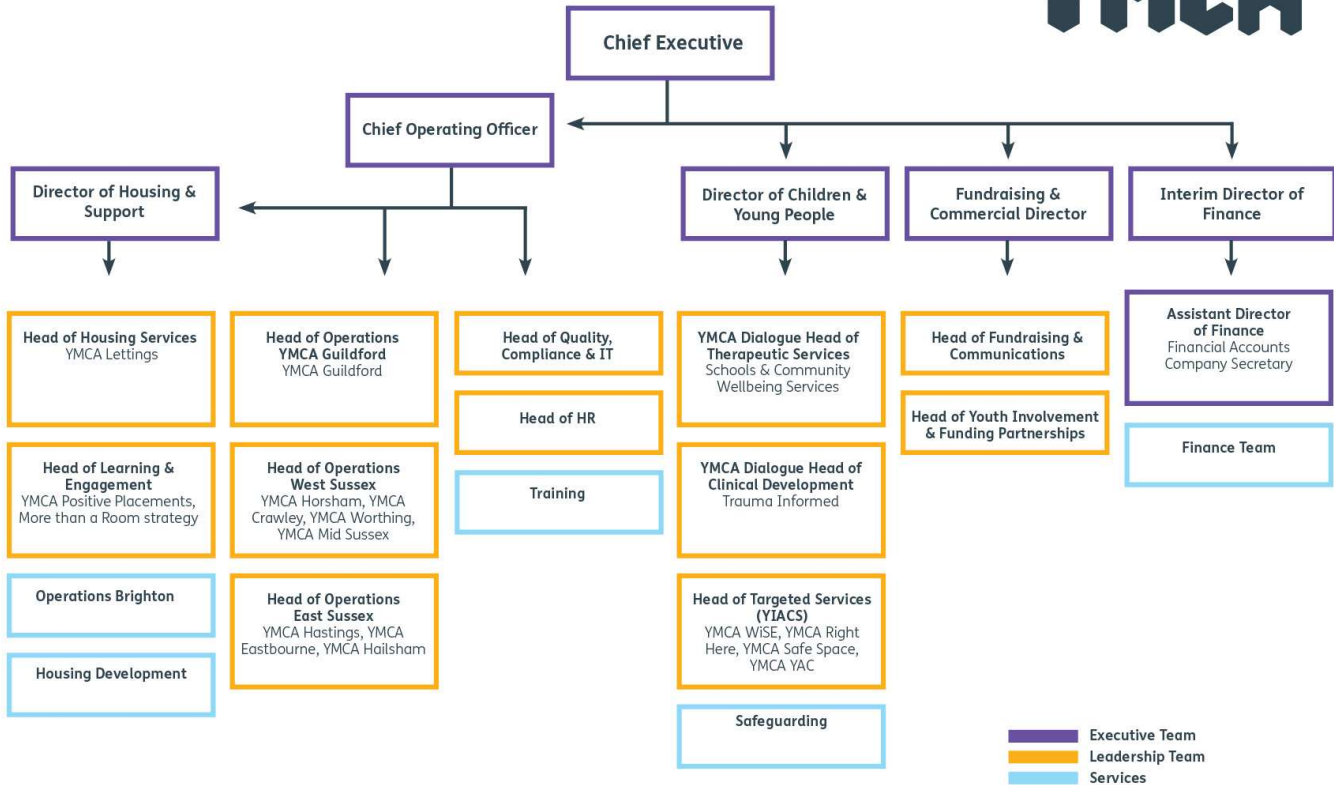
Our Vision

Our vision is of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive.

You will need to demonstrate a commitment to our aims and ethos, but **do not** have to be a practicing Christian to be part of our organisation. We value diversity in our staff team to reflect the people that we work with and our aim to be inclusive and celebrating diversity.



YMCA DOWNSLINK GROUP



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Policy on the Recruitment of Ex-Offenders

YMCA DownsLink Group actively promotes equality of opportunity for all, with the right mix of talent, skills and potential, and applications are welcome from a wide range of candidates.

We undertake not to discriminate unfairly against any applicant on the basis of a criminal record or other information revealed. Criminal records and other information will be taken into account for recruitment purposes only when they are relevant.

We select all candidates for interview based on their skills, qualifications and experience. We ask all applicants called for interview to provide details of their criminal record. Depending on the nature of the position applied for, YMCA DownsLink Group may request details of your entire criminal record or only of 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.

We request that this information is sent under separate, confidential cover to a designated person within YMCA DownsLink Group and we guarantee that this information is only seen by those who need to see it as part of the recruitment process. We would point out that for the successful candidate, this information will be verified by requesting a Disclosure statement from the Disclosure and Barring Service before the appointment is confirmed.

Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or subsequent dismissal.

We ensure that all those in YMCA DownsLink Group who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders e.g. the Rehabilitation of Offenders Act 1974.

At interview, or in separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position.

For those positions where a Disclosure is required, application forms and guidance notes will contain a statement that a Disclosure will be requested in the event of the candidate being made a conditional offer of employment.

We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with YMCA DownsLink Group. This will depend on the nature of the position and the circumstances and background of any offences. However, as the nature of the YMCA DownsLink Group's work brings its employees & volunteers into contact with young people (those under 18 years old) and/or vulnerable adults, a criminal record or other information which makes an application unacceptable for a position of trust will render the applicant unsuitable.

As an organisation using the Disclosure and Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, this policy complies with the DBS Code of Practice.

Declaration of Criminal Background & Guidelines for Working with Young People and/or Vulnerable Adults

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again in a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 (Exceptions Order) gives some exemptions from the Act, whereby details of 'spent' convictions have to be declared. One of these exemptions is working with young people and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and unspent.

If you are invited to an interview, please bring with you a completed Declaration of Criminal Background Form which is enclosed in this application pack. It asks for details of spent and unspent convictions, cautions, reprimands and final warnings. You should complete the form and place it in an envelope marked 'Private and Confidential', addressed to the Interview Panel. Your name should be clearly stated on the front.

The information relating to criminal convictions will only be seen by the interview panel if we are considering offering you employment. If you wish to discuss the information that you have given, please mention this to an interviewer. Having made its selection, the panel may wish to discuss any information given with you. Having a conviction will not necessarily bar you from consideration for the post. Criminal records will be taken into account only when they are relevant to the position for which you are applying. The information you provide will remain confidential.

If you are made a conditional offer YMCA DownsLink Group will apply for an Enhanced DBS Disclosure depending on the nature of the job.

The DBS offers organisations a means to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for the post. DBS Disclosures are provided by the Disclosure and Barring Service, an executive agency of the Home Office. Enhanced disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings; they also contain details from lists held by Government departments of those considered unsuitable for this type of work. Organisations using the DBS process must comply with the Code of Practice, a copy of which is available on request.

If you have any queries, please speak to a member of the HR team.