Application Guidelines and Further Information

1. APPLICATION PACK

Thank you for requesting an application pack for this post. This pack includes the following:

- The advert for the position.
- A Job Description, which explains the job role and main duties.
- A Person Specification, which details the competencies and experience the successful post holder will need in order to carry out their duties effectively.
- YMCA Exeter Ethos Statement, which explains the Christian ethos of YMCA Exeter and how this works out in practice.
- Privacy notice for Job applicants, which explains how we collect and process your data as an applicant.
- Equality and Diversity Monitoring form which is an optional form.

An Application Form has been provided within this pack as a **separate Microsoft Word document** to enable you to complete your application on your computer and then e-mail it to hr@ymcaexeter.org.uk. Alternatively, you may handwrite the application and post it to **Emily Hornsby, YMCA Exeter, 39/41 St David's Hill, Exeter, EX4 4DA**.

Please note that CVs and similar documents will not be considered when short-listing, but only the information written on the Application Form.

2. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely by YMCA Exeter. Information provided will be used solely for the purposes of selection for the post advertised, unless express permission for additional use is sought from the applicant (e.g. if the applicant might be considered for other vacancies). No personal data provided in the course of the application, other than that stored and processed as part of YMCA Exeter's monitoring of equal opportunities, will be retained beyond twelve months from the date from which applicants are informed of the outcome of their application, except in the case of the successful candidate. Please also take some time to review the **Privacy notice for Job Applicants** document in this pack

3. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

YMCA Exeter is fully committed to safeguarding children and vulnerable adults. A thorough vetting process will be carried out as part of our appointment process, including verification of any required qualifications, verification of identity, taking of references and, for this post, an enhanced DBS check.

4. RELIGIOUS BELIEFS

YMCA Exeter is an organisation with a clear Christian ethos as set out in our Ethos Statement (see Information Pack). The position for which you are applying states that you are required to have a personal commitment to the Christian faith, and the information which you supply in this section will be taken into account during the selection process. You will be required to uphold the Christian ethos of YMCA Exeter and its values in your work.

City of Exeter YMCA. Registered Office: 39/41 St David's Hill, Exeter, Devon, EX4 4DA. Registered in England and Wales Company No. 2449636, Charity No. 803226, HCA Registration No. H3905
YMCA Exeter Community Projects, 39/41 St David's Hill, Exeter, Devon, EX4 4DA. Registered in England and Wales Company No. 9437425 Registered Charity No. 1162431

5. DECLARATION OF CRIMINAL BACKGROUND INFORMATION

The Rehabilitation of Offenders Act1974sets outto help people whohave been convicted of a criminal offence and have not been convicted again within 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 must be declared. One of these exemptions is working with children, young people (i.e. under 18 years of age) 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.

6. DISCLOSURE AND BARRING SERVICE CHECK

Thepostforwhichyouareapplyingwillbringyouintodirect contact with children, young people and/or vulnerable adults.

During our recruitment procedure we take steps to assess an applicant's suitability for such a position of trust. It is important that you understand the nature of the checks that we will make, and when we will make them.

If after the interview you are made a conditional offer of employment, you will be required to co-operate with YMCA Exeter in completing an application for a higher-level disclosure statement from the Disclosure and Barring Service. This disclosure service 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. Disclosure statements are provided by the Disclosure and Barring Service, an executive agency of the Home Office.

Higher level disclosure statements 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 his type of work.

7. FURTHER INFORMATION

More information about the work of YMCA Exeter can be found on our website (www.ymcaexeter.org.uk). If you do have any further questions about the role or the application process before you apply, please contact us via (01392) 410530 or email hr@ymcaexeter.org.uk.

8. CLOSING DATE FOR APPLICATIONS

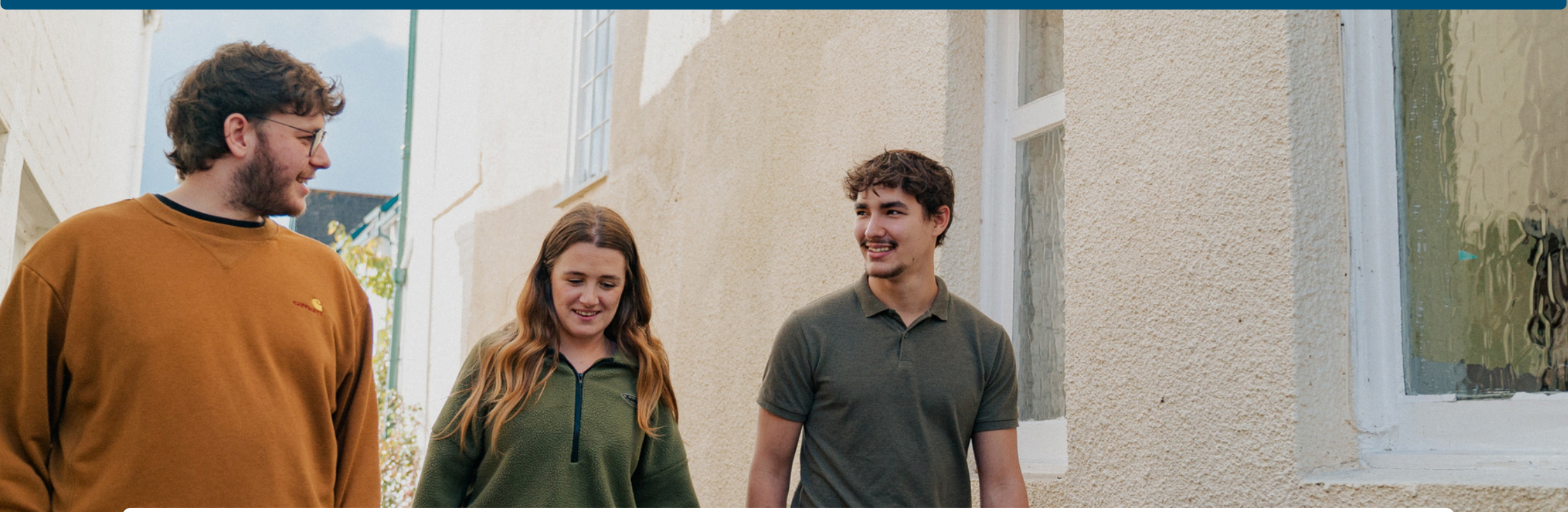
All applications should be returned no later than **9am on 30th October 2026**

WE'RE HIRING:

SUPPORT WORKER (Torbay)

YMCA EXETER

Help young people build skills, confidence, and a pathway to independent living.



ABOUT THE ROLE

Provide housing-related support to young people living in our Torbay supported accommodation projects. You'll help residents sustain their accommodation, develop life skills, and prepare for independent living, while delivering a high-quality, compassionate service that reflects the Christian ethos of YMCA Exeter.

KEY RESPONSIBILITIES

- Provide tailored housing-related support to allocated residents
- Develop, implement, and review individual support plans
- Support residents with benefits, budgeting, life skills, and daily living
- Liase with external agencies and provide advocacy where needed
- Maintain accurate records, logs and reports
- Willing to work evenings and occasional weekends on a rota-basis

WHAT YOU'LL RECEIVE IN THIS ROLE

- Health Cash Plan Scheme
- The opportunity to work in a supportive team
- Training and development opportunities
- Full-time (37.5 hours per week), at £28,080 per annum

WHAT WE'RE LOOKING FOR

- A caring, adaptable team player
- Ability to build professional, supportive relationships
- Strong, organisational and record-keeping skills
- Confident working independently and within a team-based rota
- A personal commitment to the Christian faith, actively supporting and living out the ethos of YMCA Exeter

APPLY TODAY AT WWW.YMCAEXETER.ORG.UK/JOBS

Email: HR@ymcaexeter.org.uk (no CVs please)

Closing Date: 9:00am on Friday 30th October 2026

YMCA EXETER

Here for young people
Here for communities
Here for you

WHY WE DO WHAT WE DO

As a local YMCA, we fully support the Vision of the YMCA Federation, which is "of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive."

As an inclusive Christian charity, YMCA Exeter is:

Christian: We are inspired by the example of Jesus Christ, and motivated by our shared experience of God's love and his transforming work in our own lives

Inclusive: We believe that every person is hugely valuable, so ensure our services are welcoming to all wherever possible. We are grateful for the partnership and help of people and organisations who support what we do regardless of whether they share our faith motivation.

Our Vision and Mission

Our Vision: is to see communities transformed into places characterised by love, joy, peace and hope where all young people can become everything they were created to be.

Our Mission: is to demonstrate Christ's love through practical service that empowers young people and their communities to flourish.

Our Values

The way we act at YMCA Exeter is characterised by five strong and distinctive values that flow from our Christian ethos:

We seek out: We actively look for opportunities to make a transformative impact on young lives in the communities where we work, and believe that every person is of equal value.

We welcome: We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.

We inspire: We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.

We speak out: We stand up for young people, speak out on issues that affect their lives, and help them to find confidence in their own voice.

We serve others: We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.

Our Principles

At YMCA Exeter, we seek to model our lives and work on Christ's life and his words, "Love the Lord your God with all your heart, and love your neighbour as yourself." This means the following principles characterise all we do:

Faith: We believe God deeply cares about us, our work and those we serve, so we trust him and prayerfully seek his help in all we do.

Courage: We will do all we can in God's strength, challenging injustice and overcoming obstacles to bring positive change in the communities we serve.

Excellence: We will seek to provide the best possible service in every aspect of our work.

Service: We want the way we treat our clients and the way we behave towards each other to be characterised by an attitude of compassion and service.

Integrity: We are committed to truthfulness, honesty, transparency and accountability in everything we do.

Job Description
Support Worker

(Revised: September 2026)

1. EMPLOYER: CITY OF EXETER YMCA HOUSING ASSOCIATION
39/41 St David's Hill
Exeter EX4 4DA

Tel. 01392 410530

2. JOB TITLE: Support Worker

3. RESPONSIBLE TO: Housing Manager

4. JOB PURPOSE: To work as part of a team to deliver a high-quality supported housing service, alongside the Education, Meaningful Occupation, Training and Employment (E.M.O.T.E) programme, enabling young people moving on from high-level supported accommodation to live well in their accommodation, understand their responsibilities, and develop their employment, education and training ambitions to achieve their goals.

To carry out all duties in a way that reflects the love of Christ and the ethos of YMCA Exeter, including the delivery of a high-quality and compassionate service.

5. ORGANISATIONAL CONTEXT

YMCA Exeter consists of three registered charities, all companies registered by guarantee.

- City of Exeter YMCA Housing Association
- YMCA Exeter Community Projects
- YMCA Centres (South Molton)

These three organisations are legally charities yet operate in close partnership. All three charities are led by the same Leadership Team, and share Core Services, Fundraising and Resources.

In all that YMCA Exeter does, we seek to serve our service users, partner agencies and the general public in a way that practically demonstrates our clear Christian ethos, as set out in our Ethos Statement. As a team we are committed to daily prayer and to seeking God's wisdom in the various situations we face. These corporate acts of Christian worship are vital aspects of our team life and central to the work of the organisation. Staff members are expected to demonstrate the Christian ethos of YMCA Exeter in their lives, work, and interaction with one another, clients, other agencies and the general public.

This post involves direct, often lone, working with vulnerable young people in supported housing, including evenings and weekends, and requires the post holder to build close, trusted relationships with residents at difficult times in their lives. As part of this pastoral role, the post holder will be expected to model and share the Christian faith authentically with residents, including praying with them where appropriate and supporting their personal, social and spiritual development. Given this level of direct, personal engagement, and the trust, integrity and pastoral care the role demands, being a practising Christian is a genuine and determining occupational requirement for this post.

It is therefore an occupational requirement under the terms of the Part 1 of Schedule 9 to the Equality Act 2010 that this post holder has a personal commitment to the Christian faith.

6. MAIN RESPONSIBILITIES

a) In all aspects of work and personal conduct, to reflect the Christian ethos of YMCA Exeter to colleagues, partner agencies, service Users, and the general public, including:

- Demonstrating the love of Christ in the delivery of a high-quality, compassionate and effective service.
- Working closely with the whole YMCA Exeter staff team, including supporting one another regularly in prayer.
- Praying with other team members for YMCA Exeter projects, its service users, and other related persons.
- Responding appropriately and sensitively to opportunities that arise to explain the Christian ethos of YMCA Exeter, and how it motivates and informs the work of the organisation.
- Encouraging Christian service users in their faith and discipleship, praying with them when appropriate.

b) **Resident Support** – to provide tailored housing-related support to residents moving on from high-level supported accommodation, as part of the E.M.O.T.E programme, including:

- Taking responsibility for the provision of housing-related support, helping residents to:
  - i. Access relevant benefits, and advocacy with other agencies, particularly benefits agencies
  - ii. Access training and employment opportunities
  - iii. Develop budgeting and independent living skills, such as cooking, cleaning and paying bills
  - iv. Complete forms and write official correspondence

v. Manage personal behaviour relationships and leisure time constructively

vi. Resolve neighbour disputes

vii. Access specialist services (e.g. drug and alcohol services, counselling, community mental health services)

viii. Secure appropriate move-on accommodation

- Taking an active part in group-based work or activities.
- Building supportive and professional relationships with residents, while maintaining appropriate professional boundaries and avoiding inappropriate or unhealthy emotional involvement.
- Promoting the personal, social and spiritual development of residents, and signposting to other faith communities where residents wish to explore different expressions of faith.
- Helping to ensure the security and safety of the building.

c) Maintain accurate paper and digital records, use relevant IT systems and databases, and contribute to administrative and monitoring tasks in support of housing services.

d) Undertake lone working at times — mostly during weekends, though also during the day or an evening shift where necessary due to staff shortages or other reasons.

e) Provide 'On-Call' or 'Back-up' cover on a rota basis, providing an emergency response out of hours and assisting on-duty staff in managing emergency situations.

f) Assist with promoting YMCA Exeter fundraising events within your own social and church circles, and participate in or assist with major fundraising events and Open Days, helping to raise the profile of the work of YMCA Exeter.

g) Act at all times in a manner consistent with the Christian ethos of YMCA Exeter, and in full compliance with all relevant legislation, regulations, and YMCA Exeter policies, procedures and guidance.

h) To perform any other duties required by your Line Manager within your capability.

7. RELATIONSHIPS

The post holder will maintain the following key working relationships:

Supported Housing Specialist: To work under the supervision of the Supported Housing Specialist, providing the best possible service to the young people living within the projects.

Housing Manager: The post holder reports directly to the Housing Manager. The Housing Manager is responsible for the overall performance and management of the Housing Services in Torbay.

E.M.O.T.E Specialists: To work with the E.M.O.T.E Specialists to provide the linked Education, Meaningful Occupation, Training and Employment (EMOTE) programme, where required.

Rent Team: The post holder will liaise regularly with the Rent Team regarding the Rent procedure for service users.

I confirm that I have been given a copy of this Job Description and accept responsibility for the duties described herein.

Signed: ……. Date: ……..

Person Specification
Support Worker
(Revised: September 2026)

1. PERSONAL QUALITIES

Essential:

- Commitment to working with disadvantaged people to enable them to participate fully in the community
- Warm, approachable and professional, able to build trusting relationships with residents
- Able to remain calm and professional when working with residents displaying heightened or challenging behaviours
- Committed to high professional standards, including maintaining appropriate boundaries with residents
- Able to deal with conflict in a challenging environment
- Works well as part of a team
- Mature outlook and sound judgement
- Flexible and adaptable
- Reliable and punctual

2. QUALIFICATIONS AND TRAINING

Essential:

- GCSE Grade 4 or above (or equivalent) in English and Maths.

Desirable:

- Qualified basic first aider
- Relevant qualification(s) in housing, social work, youth work or similar field

3. EXPERIENCE

Essential:

- Experience working with vulnerable young people
- Experience working in a challenging environment

Desirable:

- Experience in housing-related support provision, including developing and implementing support plans
- Previous experience working in a housing setting

4. KNOWLEDGE AND SKILLS

Essential:

- Excellent interpersonal skills
- Excellent communicator and listener, especially with young people
- Good organisational skills
- Good written and oral communication skills
- IT literate, with confidence using Microsoft Office and Windows to organise and access files and documents, and a reasonable typing speed
- Excellent record-keeping skills
- Able to prioritise workload effectively in a pressured environment
- Some understanding of the benefits system

Desirable:

- Thorough knowledge of the benefits system, including Housing Benefit and tax credits

5. VALUES AND OTHER REQUIREMENTS

Essential:

- Personal commitment to the Christian faith, and to expressing it practically in a professional context
- Able to support and promote the Christian ethos of YMCA Exeter as described in the Ethos Statement
- Ability to demonstrate compassion and respect in all interactions
- Willingness to participate in prayer and team worship
- Commitment to maintaining professional boundaries and high professional standards
- Willing and able to regularly work shifts including days, evenings, overnight on-call and some weekends
- The job necessitates the ability to access multiple floors of multiple buildings, which have no lifts

- Willing and able to undertake appropriate training to strengthen the skills and knowledge necessary for the effective carrying out of duties

Desirable:

- Car driver
- Car available to use

Privacy Notice – Job Applicants

This document explains how YMCA Exeter collects and uses your personal data. This will include your rights relating to the information we collect about you, how we keep your personal information safe, the types of information we collect and use and the legal basis we rely on to use your information.

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for.

Data protection principles

We will comply with data protection law and principles, which means that your data will be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

What is personal data?

Personal data is any information about you, and from which you could be identified. We maintain information about you in paper and electronic form, which is kept within the following departments; Human Resources, Accounts and IT.

What information about you do we collect?

In connection with your application to work with us, we will collect, store, and use the following categories of personal information about you:

Category of Personal Data	Specific Personal Data
Basic personal information and contact details	Name, address, date of birth, nationality, gender, work restrictions and marital status, telephone number and email addresses.
Recruitment records	Application form, covering letter, employment history, skills/qualifications, professional membership information, Interview notes, Interview assessment/test results, right to work signed identity documentation, Work permit details, employment references received, employment references sent.
Personnel records	medical condition/disability information, reasonable adjustment, criminal records/DBS data

How is your information collected?

We will collect this information in a variety of ways. Data will be collected from you through application forms; obtained from your passport or other identity documents such as your driving licence and through interviews and assessments.

We will also collect this information from:

- Disclosure and Barring Service in respect of criminal convictions.
- Your named referees, from whom we collect your employment history and, in the case of a personal reference, opinions about your suitability for the role.

Why do we need to collect and use your personal information?

Whilst at this stage no contractual agreement exists between us and you, you have asked us to process your personal data with a view to entering into a contract with us. There is therefore a contractual need and, in some cases a legitimate interest, in processing candidate's personal data during the recruitment process which is to assess and confirm a candidate's suitability for employment, decide to whom to offer a job and manage the recruitment process.

It may also be necessary to process data from job applicants to comply with legal or regulatory requirements. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

How do we use particularly sensitive personal information?

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities). We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.

Information about Criminal Convictions

For some roles, we are obliged to seek information about criminal convictions and offences. Where we seek this information, we do so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

Data Retention - How long will we use your information for?

We will retain your personal information for a period of 12 months after we have communicated to you our decision about whether to appoint you. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will contact you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

Your rights as a Data Subject

As a data subject, you have a number of rights. You can:

1. Access and obtain a copy of your data on request.

2. Require us to change incorrect or incomplete data we hold about you.
3. Require us to delete or stop processing your data where there is no good reason for us to continue to process it.
4. Object to the processing of your data where we are relying on a legitimate interest as the legal ground for processing.
5. Ask the organisation to stop processing data for a period if data is inaccurate or you want us to establish the reason for processing it.
6. Request the transfer of your personal information to another party.

If you would like to exercise any of these rights, please contact Gareth Sorsby or Si Johns on office@ymcaexeter.org.uk

Who will have access to your information?

Your information may be shared internally for the purposes of the recruitment exercise. This includes being shared with HR, the recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

Who will we share your information with?

The company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. We will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

Data Security - How do we protect your data?

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

What if you do not provide any personal data?

You are under no statutory or contractual obligation to provide data to the company during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Responsibility for Data Protection

The Company has appointed Si Johns and Gareth Sorsby as the Nominated Persons being responsible for data protection. They can be contacted at ceos@ymcaexeter.org.uk. If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

Further Information

If you have any questions about this privacy notice or how we handle your personal information, please contact the nominated persons responsible for data protection.