

Job Vacancy

Female Support Worker

Full Time – 37.5 hours per week

Salary £17,250 per annum, with 33 days annual leave p.a. (inc. Bank Holidays) and Health Insurance Plan.

Closing Date: 12pm (midday) on Monday 6th November 2017

We are looking for a **Female Support Worker** to join our professional team in providing support and advocacy for young people aged 16 – 29 who have previously experienced homelessness.

As a Christian organisation, we are inspired and motivated by our faith in Jesus Christ and the hope and love he has given us. The successful candidate will be a committed Christian, able to fully support and promote the ethos of YMCA Exeter and actively take part in the spiritual mission of our work.

In this role, you will take responsibility for working with a small number of young women using our support work programme and under the direction of an experienced manager. As part of a close supportive team, you'll also be responsible for assisting in leading group sessions and activities with our young people and helping to facilitate the smooth running of our housing services. You will have the confidence and maturity to work effectively with vulnerable young people to help them achieve greater independence. You will have some previous experience of working with young people, be flexible, reliable, a good team player and have good IT skills.

This post will involve working on average five evening shifts each fortnight, typically including one weekend every five weeks and as experience increases, some lone working will be required. We provide training and support to help you develop your expertise and this role will be subject to an enhanced DBS check.

If you would like to know more about the role, we welcome you to contact us for a chat and a tour around one of our projects (although you may have a YMCA employee in your church you can speak to!).

For further information and an application pack (**No CVs please**), contact:
Sophie Scagell on **01392 410530 ext 216** or **sophie.scagell@ymcaexeter.org.uk**
or **download a pack from www.ymcaexeter.org.uk/tell-me-about/jobs**.

4th October 2017

Dear Applicant,

Application Pack – Female Support Worker

Thank you very much for your interest in the post of Female Support Worker.

Should you be interested in applying for the position please see the Application Pack which includes:

- Job Description, which explains the job role and main duties.
- Person Specification, which details the competencies and experience the successful post holder will need in order to carry out their duties effectively.
- Application Guidelines, which you should refer to when completing the Application form.

39/41 St. David's Hill
Exeter
Devon
EX4 4DA

T 01392 410530
E office@ymcaexeter.org.uk

Please also see the information pack which includes:

- YMCA Exeter Ethos Statement, which explains the Christian ethos of YMCA Exeter and how this works out in practice.
- YMCA Exeter in Brief.

An Application Form has been provided on the website (www.ymcaexeter.org.uk/work-with-us) as a separate Word document to enable this to be completed on your computer, and then e-mailed to us. Should you prefer to handwrite the application, this is just as acceptable to us.

Also included as a separate document is an Equality and Diversity Monitoring Form. We would appreciate it if you would take the time to complete this form, which is anonymous, and will be separated from your application in advance of any assessment being commenced. Should you not wish to complete this form, your application will not be prejudiced in any way.

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 (where permitted by the Protection of Freedoms Act 2012) an enhanced DBS check.

City of Exeter YMCA Housing Association is a dynamic local charity with clear Christian ethos that seeks to support and empower the most vulnerable people in our society in the name of Jesus Christ. Whilst we seek to serve people of all faiths and no faith, our desire is to work together with those we serve, particularly young people, demonstrating Christ's love through practical service so that people and communities can flourish.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION

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

All our services are offered to all without discrimination, within a very strong equality and diversity framework. We do not seek to impose our beliefs on other people, but central to our mission as a faith-based organisation, is a desire and readiness to share the life-giving message of Jesus Christ with people who want to understand what inspires and motivates our work.

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

All applications should be returned no later than **12:00pm (midday) on Monday 6th November 2017**.

Should you have any questions, please do not hesitate to contact me.

Yours faithfully,

A handwritten signature in black ink that reads "Aaron Beecher". The signature is written in a cursive style with a large initial 'A'.

Aaron Beecher
Joint Executive Lead
E-Mail: sophie.scagell@ymcaexeter.org.uk

Application Guidelines and Further Information

1. APPLICATION FORM

An Application Form has been provided on our website www.ymcaexeter.org.uk/work-with-us as a separate Word document to enable this to be completed on your computer and then e-mailed to sophie.scagell@ymcaexeter.org.uk. Alternatively, you may handwrite the application and post it to Sophie Scagell, Executive PA and Administrator, 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.

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. Section 5 - 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

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the selection process. You will be required to uphold the Christian ethos of YMCA Exeter and its values in your work.

5. Section 6 - DECLARATION OF CRIMINAL BACKGROUND INFORMATION

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 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 have to 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. Section 9 - DISCLOSURE AND BARRING SERVICE CHECK

The post for which you are applying will bring you into direct 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 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. EQUALITY AND DIVERSITY QUESTIONNAIRE

Included as a separate document is an Equality and Diversity Monitoring Form. This form is not compulsory, however we would appreciate for you to take the time to complete this form to help us monitor our effectiveness in upholding the

principles of equality and diversity to which we are committed. This form is anonymous and will be separated from your application in advance of any assessment being commenced. Should you not wish to complete this form, your application will not be prejudiced in any way.

8. FURTHER INFORMATION

More information about the work of YMCA Exeter can be found on our website (www.ymcaexeter.org.uk).

9. CLOSING DATE FOR APPLICATIONS

All applications should be returned no later than **12:00pm (midday) on Monday 6th November 2017.**

Job Description

Female Support Worker

(Revised: Oct 2017)

- 1. EMPLOYER:** CITY OF EXETER YMCA HOUSING ASSOCIATION
39-41 St David's Hill
Exeter
EX4 4DA
Tel. 01392 410530
- ▶ **2. JOB TITLE:** FEMALE SUPPORT WORKER
- 3. RESPONSIBLE TO:** The Housing Manager, or such other person to whom they may delegate this responsibility.
- 4. JOB PURPOSE:** To provide housing related support to young people in YMCA Exeter supported accommodation to enable them both to sustain their accommodation, and to develop the skills necessary to move on to more independent living. 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 – (regulated by the Homes and Communities Agency)
- YMCA Exeter Community Projects
- YMCA Centres (South Molton)

These organisations are legally distinct, but operate in close partnership. The Housing Association and Community Projects have a common Board whilst South Molton's Board is separate. All three charities are led by the same Leadership Team, and share Core Services, Fundraising and Community Relations.

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.

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 DUTIES

a) To provide support to YMCA Exeter residents, including:

- i) Taking responsibility for provision of housing related support for specific allocated residents, including developing, implementing and documenting support plans, in accordance with relevant policies. The support provided includes enabling residents to access relevant benefits; access training and employment; develop budgeting skills; learn living skills such as cooking, cleaning and paying bills; write official letters and fill in forms; manage their friends and personal behaviour; use leisure time well; deal with neighbour disputes; access specialist services (e.g. drug and alcohol services, counselling, community mental health services, etc.); and access appropriate move on accommodation. Provide advocacy with other agencies, particularly benefits agencies.
- ii) Providing support to any other resident on an ad hoc basis where required.
- iii) Taking an active part in group based work or activities as required.
- iv) Building supportive and professional relationships with YMCA residents, whilst maintaining appropriate professional boundaries and avoiding inappropriate or unhealthy emotional involvement.
- v) Assisting residents in Christian spiritual development in partnership with Christian Churches in Exeter, and signposting to other appropriate faith communities if they express the desire to explore other spiritual expressions.
- vi) Promoting the personal, social and spiritual development of YMCA residents.
- vii) Liaising with other related agencies on support-related matters.
 - Supporting residents and ensuring the security and safety of the building during evenings (typically 5 evening shifts each fortnight on a rota basis, including one weekend every 5 weeks).

b) In all aspects of work and personal conduct, to seek genuinely to reflect the Christian ethos of YMCA to service users, colleagues, partner agencies, and the general public, including:

- i) Demonstrating the love of Christ in the delivery of a high quality, compassionate and effective service.
- ii) Working closely and supportively with other members of the YMCA Exeter staff team, including supporting one another regularly in prayer.
- iii) Praying with other team members for YMCA projects, service users, and other related persons.
- iv) 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.
- v) Encouraging Christian service users in their faith and discipleship, praying with them when appropriate.

c) To keep accurate records, both paper and digital, to assist in administrative and monitoring tasks, and to work with relevant IT systems and databases in relation to delivering housing support.

d) Your duties will include:

- i) Regular lone working, when you will take full responsibility for the safe running of the Residential Centre. At such times another staff member will be on "back up" to assist in emergency situations.
- ii) Regularly working evenings, typically 5 evening shifts each fortnight on a rota basis, including one weekend every 5 weeks.
- iii) To be on "back up" on a rota basis, in order to assist on-duty staff in dealing with emergency situations.

e) At all times to work and behave in a manner consistent with the Christian ethos of YMCA Exeter and in full compliance with all relevant legislation and regulation, as well as YMCA Exeter Policies, Procedures and Guidance.

f) To assist in raising the profile of the work of YMCA Exeter in the locality.

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

Person Specification for the Post of FEMALE SUPPORT WORKER

1. PERSONAL QUALITIES

Essential:

- As a genuine occupational requirement, it is essential that you have a personal commitment to the Christian faith, and to practical expression of that faith in a professional context.
- As a genuine occupational requirement, it is essential that you are able to support and promote the Christian ethos of YMCA Exeter as described in the Ethos Statement.
- As a genuine occupational requirement, it is essential that you have a commitment to praying for others.
- You will have a commitment to working with disadvantaged people to enable them to participate fully in the community.
- You will have the ability to maintain and conduct yourself in a professional manner in an environment dealing with clients demonstrating undue behaviours where emotions are heightened.
- In relation to working with clients, you are committed to high professional standards, including maintaining appropriate boundaries.
- You are able to deal with conflict in a challenging environment.
- You have the ability to work well as part of a team.
- You have a mature outlook, sound judgement and are confident.
- You are flexible and adaptable.
- You are reliable and punctual.

2. KNOWLEDGE AND EXPERIENCE

Essential:

- Experience of working with vulnerable young people.
- Experience of working in a challenging environment.
- Some understanding of the Benefit system.

Desirable:

- Experience of housing related support provision, including developing/implementing support plans.
- Previous experience in a Housing setting.
- Thorough knowledge of Benefit system, including Housing Benefit and tax credits.
- Qualified basic first aider

3. 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 competence in using Microsoft Office Suite software packages. Able to use Microsoft Windows operating System to organise and access files and documents, and with reasonable typing speed.
- Excellent record keeping skills.
- GCSE grade C or above (or equivalent) in Maths and English.
- Able to prioritise work well in a pressured environment.

Desirable:

- Relevant qualification(s) in housing, social work, youth work and/or similar.

4. CIRCUMSTANCES

Essential:

- Willing and able to work on average 5 evening shifts each fortnight on a rota basis, including one weekend every 5 weeks.

Desirable:

- Car driver.
- Car available to use.

5. OTHER

Essential:

- Willing and able to undertake appropriate training in order to strengthen the skills and knowledge necessary for effective carrying out of duties.
- The job necessitates the ability to access all three floors of the building, which has no lift.