**Foundation** Tennant Hall

Blenheim Grove, Leeds LS2 9ET

Tel 0113 303 0150

E-mail recruitment@foundationuk.org

Website www.foundatiouk.org

Dear Applicant

**Application for Relief Support Assistants**

Thank you for your interest in working with Foundation.

From time to time we do recruit relief staff and attach the following documents:

1. Guidance Notes;
2. Role Profile;
3. Application Form;
4. Equal Opportunities Monitoring Form; and
5. Advertising Monitoring Form.

If you would like the documents to be supplied in large print, Braille or any other format, please let us know.

If you would like an informal chat about the role, please contact Gerry Menzies, Team Leader on 01757 210415.

It is an essential requirement of the role that the applicant can drive and has access to a vehicle which will need to be insured for work purposes. Where an applicant cannot drive due to a disability, suitable adjustment may be made where possible.

We will endeavour to let you know whether we require relief staff in your chosen area upon receipt of your application. However, if you do not hear from us within four weeks of your application then please assume that there is no requirement for support assistants in your chosen location.

Once completed, please submit your application by e-mail and as a **Word** document to:

recruitment@foundationuk.org.

Many thanks

Yours faithfully

Noella Mellad

HR Advisor

Guidance Notes

For any post in Foundation, the application form plays an essential part in choosing the right person for the role. It is only the information contained in your application form that will determine whether or not you are shortlisted for an interview.

**Completing the Application Form**

1. Think about the job you are applying for and exactly what it involves and then read through the application form so that you know exactly what information is required.
2. Read through the Role Profile so that you know exactly what the role is and the skills and abilities you need and then make a rough list of all your skills and experiences. Choose those you think are relevant to the job.
3. No assumption will be made about your skills and experience so it is essential that you tell us how you meet the criteria (e.g. if you are a secretary tell us what is involved, please do not assume that the title "secretary" provides us with an explanation of the role you currently do).
4. Complete the application form ensuring that you cover all the essential criteria from the Role Profile and, if you wish, add any evidence of how you meet the desirable criteria. If you are completing the form by hand, please write clearly, using black ink.
5. We do not accept CVs so please complete all sections of the application form in full. We are, however, happy to accept your own version of the form, provided it covers all of the questions and is signed.
6. Please ensure that you have signed and dated the Declaration at the end of the application form.
7. E-mail is our preferred submission method. However, if you post your form to us then please ensure that you have paid the correct postage. We will not be responsible for collecting any underpaid correspondence from the sorting office. Please also ensure that you post your application at least three days before the closing date, to allow time for it to reach us.

**What happens next?**

1. Your completed application form will be forwarded to the shortlisting panel on the closing date and they will decide whether or not you are selected for an interview, based upon the selection criteria.
2. If you are shortlisted, we will contact you within 15 days of the closing date. If you have not heard from us by that time, please assume that application has not been successful.
3. The interview panel is normally made up of three people who will ask pre-determined questions based on the Role Profile. The questions are intended to allow you to expand upon your application and to show the panel how well you meet the requirements of the role. You will have the opportunity to ask questions about the job, conditions of service or anything else about the organisation.
4. The panel will keep a record of their assessment of each candidate so that the reasons for their decision are clear, consistent and justifiable. If you wish to discuss why you have been unsuccessful, please contact the relevant manager who will be pleased to provide you with feedback.

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| **Relief Support Assistant (Hostel)** |
| **Role Summary** |
| Foundation is a registered charity and the largest third sector provider of housing-related support services to socially excluded groups across the north of England. We provide services for vulnerable and disadvantaged individuals and families. The organisation is structured into seven service areas, comprising 21 office bases.Our teams of Support Workers provide support to a wide range of customer groups referred to Foundation from our partners. The Support Assistant will work under the guidance of Support Workers to address customers’ individual needs, maximise independence and work towards the successful move on in to independent living. The main aim of the Support Assistant’s role is to assist Support Workers to provide high quality customer support.Support Assistants have additional responsibilities to provide weekend and/or night cover in the hostel. This entails liaising with the security concierge, to ensure the security of the building, responding to customer’s support needs (out of hours) and dealing with any urgent or crisis situations arising. |
| **Key Responsibilities** |
| * Assist Support Workers in the preparation of accommodation for customers (including cleaning) and help Support Workers move customers in to accommodation (including organising practical tasks).
* Work (with Support Workers) towards a structured customer support plan to help customers develop their independence. Ensure that relevant information is communicated (both verbally and by updating case note records on F-Sharp) to Support Workers to inform and develop appropriate support plans and interventions.
* Build professional, supportive relationships with customers and, as directed by Support Workers, introduce them to opportunities in their community as identified in the customer’s support plan (e.g. leisure, education, training, etc).
* Accompany customers to appointments as directed by the Support Worker (e.g. Job Centre, GP, dentist, etc).
* Hostel maintenance, for example, liaising with landlords and contractors to organise repairs or void inspection reports.
* Help with general administrative tasks (e.g. making up assessment packs, customer files, rent accounting letters and move in packs).
* Respond to customer queries and requests.
* Undertake duty/reception, to include dealing with visitors, answering phones and taking messages, together with writing letters, photocopying, filing, etc.
* Assist Support Workers to organise customer involvement events, including those where customers can give feedback about the service offered to them.
* Support the team to prepare for audits (e.g. Supporting People and internal Quality Audit Framework).
* Ensure all necessary records are properly maintained (in line with policies and procedures) on customer files, finance and administration.
* Network, develop and maintain positive relationships with relevant individuals, agencies and community resources to promote and market the service as appropriate and as directed by Project Managers.
* Support the team to mentor GROW/community volunteers, apprentices, trainees and students, where appropriate.
* Take a responsible approach to personal development (i.e. manage and update own skills) to ensure quality service delivery, including knowledge of/training in first aid and health and safety.
* Attend and participate in team meetings and other team events.
* Out of hours lone working (including evenings, weekends and also night sleepovers).
* Regular monitoring of CCTV footage.
* Liaison with security concierge (e.g. neighbour complaints, anti-social behaviour, etc).
* Respond to customers’ support needs out of hours and deal with any urgent or crisis situations arising.
* Carry out health and safety checks in the hostel and following up any work needed. Also respond to any health and safety issues which may arise.
* Ensure that all customers comply with the rules of the hostel.
* Ensure that access is denied to unauthorised visitors.
 |
| **Role Requirements** |
|  | **Essential** | **Desirable** |
| **Experience** | * Able to work positively with socially excluded people
 | * Experience of working with vulnerable people
 |
| **Qualifications**  | * Basic literacy and numeracy skills (may be tested via the recruitment process if no qualification)
* Full driving licence and access to a vehicle (adjustments may be possible where the applicant cannot drive as a result of a disability)
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| **Knowledge/ Aptitude** | * Competent in the use of a PC, particularly the use of Outlook, Word and Excel
* Excellent communication skills and able to communicate with a wide range of people
 | * Knowledge and understanding of issues that may affect customers who have experienced homelessness and the issues surrounding work with homeless/vulnerable people
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| **Person Specification** |
| **Customer Focus** | **Service provision*** Have a commitment and enthusiasm for working with our customer groups.
* Able to provide a service which ensures equality of opportunity to each person.
* Have a commitment to enabling and empowering customers to become actively involved in Foundation or their community.

**Recording and monitoring*** Maintain records as per requirements of the service contract and internal performance management requirements.
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| **Interpersonal Skills** | **Working with others*** Build and maintain effective working relationships with customers, colleagues, partner agencies and other stakeholders.
* Manage and ensure that clear professional and emotional boundaries are established.

**Communication*** Present verbal and written information clearly and professionally to a variety of audiences (customers, stakeholders, etc).

**Diversity*** Build trust and have respect for others and show an awareness of the impact of own behavior.
* Demonstrate an understanding and sensitivity to the diverse needs of customers and treat everyone fairly and consistently.
 |
| **Personal Effectiveness** | **Risk management*** Work in line with policies and procedures.
* Apply and promote risk management to work practices, as required.
* Aware of the need for confidentiality when dealing with personal information and of risk of harm circumstances when confidential information must be shared.

**Approach to work*** Able to plan, organise and implement work effectively.
* Able to solve problems in a constructive manner.
* Able to work under pressure.
* Demonstrate flexibility in approach to work.
* Demonstrate a willingness to learn and develop in a pro-active and professional way to deliver the core principles and values of Foundation.
 |
| **Commitment to the Organisation** | **Commitment to organisational goals*** Should be able to demonstrate a strong commitment to the objectives and values of Foundation.

**Embracing change*** Open to and supportive of change and new ways of working.
* Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects, in addition to core workload.
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| *The post holder is expected to work within all the policies and procedures of Foundation and be committed to its ethos and values. This includes promoting and demonstrating the principles of equal opportunity (including encouraging diversity and tackling discrimination) and sensitivity to the environment.* |



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| **Relief Support Assistants Application Form** |
| **Position of Interest:** | Relief Support Assistants |
| **Locations of Interest:** | Craven (Hostel) |
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| **Personal Details** |
| **Title:** |  | **First Name(s):** |  | **Surname:** |  |
|  |
| **Address:** |  |
|  | **Post Code:** |  |
|  |
| **Mobile Tel:** |  | **Work Tel:** |  | **Home Tel:** |  |
|  |
| E-mail address:  |
| May we telephone you at work? | Yes | No |
| Do you have a full valid Driving Licence? | Yes | No |
| Do you have access to a vehicle? | Yes | No |
|  |
| **Employment History** |
| **Date** | **Employer** | **Salary** | **Position and Responsibilities** | **Reason for Leaving** |
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| **Education/Qualifications/Training Relevant to the Role** |
| **Date** | **Course/Qualification** |
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| **Role Requirements** |
| *Please comment on your ability to carry out the duties and responsibilities for this role and also demonstrate how you meet the role requirements.* |
| **References** |
| Please provide contact details for two referees, one of which should be your present or most recent employer. Where you have been in post with your current or last employer (if currently not working) for less than 12 months, we will automatically take up references from your last two employers. Please provide their details. If you are offered the post, it will be completely conditional upon receipt of satisfactory references. |
|  | **Referee 1** | **Referee 2** |
| **Name:** |  |  |
| **Position:** |  |  |
| **Relationship:** |  |  |
| **Address:** |  |  |
| **Telephone:** |  |  |
| **E-mail:** |  |  |
| Please ensure that the above information is complete and up to date. Where possible, please provide an e-mail address to help speed up the reference request process. |
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| **Convictions** |
| Please state any convictions you have had for criminal offences. Most of our posts are exempt from the Rehabilitation of Offenders Act. If the post you are applying for is not exempt, this will be stated in the covering letter and you need only declare unspent convictions. If necessary, complete a separate sheet providing details of dates, offences and sentences and then send under separate cover, marked “Private and Confidential”. All exempt posts will be subject to criminal record checks via the Criminal Records Bureau. Having a criminal record may not prevent you from working with Foundation. |
| Do you have a criminal conviction? | Yes | No |
|  |
| **Asylum and Immigration Act**  |
| Under the Asylum and Immigration Act, we have a legal obligation to ensure that all staff has the right to work in the UK. Therefore, any offer of employment will be subject to the provision of documentary evidence to demonstrate that the successful candidate is entitled to work in the UK. If you are invited for an interview, you will be asked to provide evidence of your eligibility. |
| I confirm that I am entitled to live and work in the United Kingdom | Yes | No |

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| **Declarations** |
| Are you related to (or a partner of) a Foundation customer, worker or Board Member?(*If yes, please provide brief details on a separate sheet)* | Yes | No |
| To the best of my knowledge, there is no reason in respect of my physical or mental health, why I would not be able to carry out fully the tasks described for this post. I confirm that the information I have given on this Form is correct and complete. I understand that misleading statements may be sufficient grounds for dismissal. |
| **Signed:** |  | **Dated:** |  |

 **Equal Opportunities Monitoring Form**

Foundation wants to meet the aims and commitments set out in our equality policy. This includes not discriminating under the Equality Act 2010 and building an accurate picture of the make-up of the workforce and encouraging equality and diversity. The completion of this form is voluntary; however, it does help us provide a better service if this information is provided. The completed form will remain confidential and be stored securely and limited to only certain staff within Foundation’s Human Resources department, where it will be used for **monitoring purposes only**.

**What is your gender? What is your age? Do you have a disability?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Female |  |  | 21 and under |  |  | No |
|  | Male |  |  | 22 to 30 |  |  | Yes (*please specify*) |
|  | Transgender |  |  | 31 to 40 |  |  | Reasonable Adjustments |
|  |  |  |  | 41 to 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  | Over 55 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
|  |  |  |  |  |  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**What is your ethnic group?**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| *White* |  | *Asian/Asian British* |  | *Mixed/Multiple Ethnic Groups* |
|  | British |  |  | Indian |  |  | White and Black Caribbean |
|  | Irish |  |  | Pakistani |  |  | White and Black African |
|  | Gypsy or Irish Traveller |  |  | Bangladeshi |  |  | White and Asian |
|  | Other (*please specify*) |  |  | Kashmiri |  |  | Other (*please specify*) |
|  |  |  |  | Chinese |  |  |  |
|  |  |  |  | Other (*please specify*) |  |  |  |
| *Black/African/Caribbean/Black British* |  |  |  |  |  |  |
|  | Caribbean |  |  | Other Ethnic Group (*please specify*) |  |
|  | African |  |  |  |  |  |  |
|  | Other (*please specify*) |  |  |  |  |  |  |

**What is your religious belief?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | No religious belief |  |  | Hindu |  |  | Sikh |
|  | Christian\* |  |  | Muslim |  |  | Other (*please specify*) |

\* including C of E, Catholic, Protestant and all other Christian denominations

**What is your sexual orientation?**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Heterosexual |  |  | Lesbian/Gay |  |  | Bisexual |

**Have you been a customer of Foundation?**

**Yes: [ ]  No: [ ]**

**If yes, please state the start and end date you were a customer below?**

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**Advertising Monitoring Form**

We also monitor how effective our advertising is and, in order to assist us, we would ask that you please let us know where you saw the advertisement for the vacancy which you are applying for. Please be specific, if you saw the advertisement on the internet, please let us know on which website you saw it and do not just write “internet”.

**Where did you see the advertisement for this vacancy?**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Foundation Website |  | Linked-In |
|  | Indeed |  | Gumtree |
|  | Job Centre/Directgov Jobs |  | Best Companies |
|  | Homeless Link |  | Word of Mouth |
|  | HAYH |  | E-mail from a Foundation colleague |
|  | Involve Yorkshire/Humber |  | E-mail from a colleague (not at Foundation) |
|  | Clinks |  | Facebook/Twitter |
|  | North Yorkshire County Council |  | Other (*please specify below*) |