



Thorndale Lifehouse

Dear Applicant,

Re: Support Worker (Relief)

Thank you for your enquiry, please find enclosed our job pack which provides you with all the information you need to apply for this post. In accordance with our Equality Policy, please note we do not accept CVs and only application forms will be considered.

If you are interested in this vacancy, please go to our jobs website which is <http://workforall.salvationarmy.org.uk/current-vacancies> and click on the apply online tab.

The closing date for this position is **Thursday 20th July 2017**

Once you have submitted your online form, you will receive an automated email acknowledgement to the email address you have provided.

Please note, if you have not heard from us **4 weeks** from the closing date, please assume your application has been **unsuccessful** on this occasion.

May I take this opportunity to thank you for your interest in working for The Salvation Army.

Yours sincerely

Joseph Rose

Recruitment Administrator
HR Shared Services

Address: The Salvation Army Territorial Headquarters, 101 Newington Causeway, London, SE1 6BN
Telephone: 0207 205 7162 Web: www.salvationarmy.org.uk

Registered Charity No. 214779 and in Scotland SC009359; Social Trust Registered Charity No. 215174 and in Scotland SC037691
Republic of Ireland Registered Charity No. CHY6399; Guernsey Register Charity No. CH318; Jersey NPO0840
General: Andre Cox Territorial Commander for the United Kingdom with the Republic of Ireland: Commissioner Clive Adams



Support Worker (Relief)

Thorndale Lifehouse

Salary: £9.09 per hour

Working Hours: Working as and when required

Details: Relief contract

Benefits: 25 days annual leave + 10 bank holidays; a contributory pension scheme; season ticket loan; Childcare Voucher Scheme; an employee assistance programme.

Job Summary:

The Salvation Army Homelessness Services are committed to providing opportunities that support each person to find their purpose, develop positive relationships and experience a sense of community. Everything we do will be underpinned by our core values demonstrated within our daily practice and measured against our priorities of Transformation, Integration, Discipleship and Effectiveness. Thorndale Family Centre has 38 self-contained Family Units across two programmes of care, with a maximum capacity of 125 persons.

Key Responsibilities:

As a Support Worker at Thorndale your key responsibilities will include:

- Ensure successful client outcomes which demonstrate quality and effectiveness in all aspects of the programme
- Understand and work to ensure the achievement of the contractual objectives and targets of the service.
- Work with the team to demonstrate development of service delivery in line with organisation and legislative requirements.
- Ensure locally established internal and contractual KPI's are achieved
- Ensure all aspects of the job description are adhered to

The successful candidate(s) will be able to demonstrate:

- Experience of working with vulnerable adults, children and families
- Excellent communication skills
- Ability to adhere to job description

**Appointment subject to satisfactory references and right to work for the UK
An enhanced Access NI check and NISCC registration will be required**

**For further details and to apply please visit The Salvation Army's website:
<http://workforall.salvationarmy.org.uk/current-vacancies>**

**Closing date: Thursday 20th July 2017
Interview date: TBC**

**CVs will not be accepted
Promoting equality in the workplace**





JOB DESCRIPTION

Job Title	Support Worker (Relief)
Job Summary	The Salvation Army Homelessness Services are committed to providing opportunities that support each person to find their purpose, develop positive relationships and experience a sense of community. Everything we do will be underpinned by our core values demonstrated within our daily practice and measured against our priorities of Transformation, Integration, Discipleship and Effectiveness.
Responsible to:	Service Manager / Programme Co-ordinator
Responsible for:	Line management responsibility will be agreed locally

Duties and Responsibilities

Enabling Transformation

We aim to establish a culture that encourages everyone to see mission in its widest context and to ensure all our programmes achieve positive outcomes; with the aim of seeing lives transformed by increasing a sense of purpose, self-esteem, self-worth and resilience.

- Understand and work within the Mission and Values of The Salvation Army acting in a professional and ethical way at all times when representing the organisation.
- Support the Spiritual Programme running within the service where required.
- Respect the diversity of other people's culture, faith and practice.

Empowering People

We aim to ensure that all our services provide opportunities to empower and inform individuals and give everyone the opportunity to access life changing programmes

- Work in line with all relevant legislation and guidelines to protect clients, colleagues, staff and visitors from any abuse, accident or injury.
- Carry out any client checks, planning and risk assessments as needed.
- Promote, implement and ensure compliance with The Salvation Army's Equality and Diversity policy.
- Facilitate client meetings and other client participation methods
- Promote client choice and control at all times by working within a personalised and client-directed support service as necessary and as part of the service delivery model.

Achieving Excellence

We aim to exceed the expectations of our stakeholders by working together with them to agree clear goals, targets and measures to which we can then be held accountable

- Ensure successful client outcomes which demonstrate quality and effectiveness in all aspects of the programme.

- Understand and work to ensure the achievement of the contractual objectives and targets of the service.
- Work with the management team to demonstrate development of service delivery in line with organisational and legislative requirements, including the ISO 9001 Quality Management System as applicable to their work activity.
- Ensure locally established internal and contractual KPIs are achieved.
- Ensure clients move on within the defined contract period and highlight at management/case meetings where there is a risk this may not be achieved and agree action plans to address and monitor the situation.

Providing Opportunity

We aim to place the service user at the heart of all that we do and utilise our strengths and experience whilst demonstrating our willingness to embrace new ideas.

- Conduct regular client support plan reviews within contractual timeframes and ensure clients achieve their identified goals in accordance with Salvation Army policy.
- Design and deliver a range of in-house support provisions which clients can opt into thereby promoting individual choice and designed to achieve successful outcomes for clients.
- Effectively signpost clients to external providers where their identified support needs cannot be met through in-house provision.
- Adopt a multi-agency approach to supporting clients including co-ordinating case conferences, involving other support providers in assessments and reviews and ensuring successful outcomes for clients.
- Use motivational interviewing as one of a broad range of approaches to working with clients in order to achieve change and help them maximise their potential.
- Complete and review client assessments including risk assessments, within contractual timeframes and ensure person centred and outcome focussed support plans are created in accordance with Salvation Army policy
- Work with, delegate to and coordinate the work of Assistant Support Workers with clients, ensuring the actions within support plans and other activities around the support of clients are addressed in a timely, professional and appropriate manner.

Developing our Team

The recruitment, development and retention of our staff team is intrinsic to our performance and quality of services. We aim to ensure that our staff teams are productive, happy and engaged in working to their full potential.

- Ensure good communication with Assistant Support Workers, volunteers and other staff working with clients so they are aware of and involved in addressing the needs of clients as defined by their support plans.
- Support and develop Assistant Support Workers in their professional development and their work with clients. This includes training, mentoring and monitoring of interventions with clients.
- Support and develop volunteers, this may include on the job training, mentoring and day to day monitoring of allocated tasks.

- Take responsibility for own personal development by developing and updating knowledge and resource base.
- Play an active role in supervision and appraisal with manager.
- Develop competencies in decision making, IT, communication, case management, motivation, listening, delegation of team work and interpersonal skills.
- Stay up to date with and work within regulations, policy, procedures and best practice in all fields relevant to work areas.
- Demonstrate skills, knowledge and development by cascading relevant training internally.

Encouraging Growth

We aim to be consistent and intentional in identifying and deciding on new opportunities that bring stability, offer sustainability and encourage growth.

- Through the support planning process ensure that Tenure requirements are met, maintained, monitored and updated.
- Work with the management team to develop innovative approaches to meet the needs of the clients.
- Network with internal and external stakeholders and represent the service as required.

Value for Money

We aim to achieve increased efficiency, improve effectiveness and focus on delivering value for money

- Liaise with Programme Co-ordinator and Service Manager and any funding body or team in the preparation of case reports and statistical reports, whilst maintaining all relevant records including monitoring post support progress
- Through the support planning process ensure client benefits are maximised and personal payments are made as part of a budget plan
- Work as part of the overall service team to ensure the most effective use of financial and other resources.

Other Duties

- The Support Worker may function as part of the management/duty management rota as and when required.
- The Support Worker will complete any other duties as could be reasonably expected in the fulfilment of this role.

Key Performance Indicators

KPIs will be identified for this post in the seven performance areas as appropriate to the Job Description.

There will be additional Key Performance Indicators for the post of Support Worker will be agreed locally between the post holder, Service Manager and Regional Manager.

Key Performance Indicators will be reviewed annually.



PERSON SPECIFICATION

Criteria	Essential	Desirable
Qualifications		Level 3 qualification in a related field or willingness to work towards it.
Knowledge	<p>Knowledge of the benefits system and an understanding of supported housing funding streams and reporting requirements</p> <p>Legislation relating to Health and Safety and safeguarding of clients and staff</p> <p>Knowledge of the main support needs which are commonly faced by homeless and vulnerable clients</p>	<p>Government Strategy and policy governing Homelessness</p> <p>Knowledge of the local housing market and how to access accommodation for clients.</p>
Skills and Attributes	<p>Positive attitude and a high level of motivation towards supporting vulnerable clients to achieve focussed and positive life outcomes</p> <p>Ability to work in busy environment, be solution focused, show good time management skills and can demonstrate ability to prioritise and make decisions under pressure</p> <p>Improve standards by demonstrating own initiative towards problem solving which help benefit colleagues and clients</p> <p>Ability to manage own work load and case load and ability to take the lead at meetings with external agencies</p>	

	<p>Good verbal and written communication skills</p> <p>Good team working skills</p> <p>Good people management skills</p> <p>Proficient in range of IT Packages including Microsoft</p> <p>Contribute to the creation and maintenance of a culture of continuous improvement within the service.</p> <p>Evidence of commitment to continuous professional development</p> <p>Understand a personal value base which is in line with core values of the organisation</p>	
Experience	<p>Demonstrate values of integrity and accountability within working practice</p>	<p>Experience of working with vulnerable clients in a supportive setting</p> <p>Conducting risk assessments, develop Person Centred Support Plans and facilitation methods to promote client engagement and successful outcomes</p> <p>Managing and delivering a client focussed service which undertakes holistic support needs, risk assessments and identifies appropriate support</p> <p>Working in partnership with other support providers, internal services and colleagues to assess and review outcomes of clients</p> <p>Preparing statistical reports, recording outcomes, managing tenure</p>

		requirements and client debt (personal payments and statutory debt) as part of budget plans
Circumstances	Able to work within the Christian ethos of The Salvation Army Work shifts, unsociable hours, weekend work - flexible approach to hours worked as required	



Mission Statement of The Salvation Army

The Salvation Army is a worldwide evangelical Christian Church and human service agency. Its message is based on the Bible; its motivation is the love of God as revealed in Jesus Christ. Its mission is “called to be disciples of Jesus Christ, The Salvation Army United Kingdom Territory with the Republic of Ireland exist to save souls, grow saints, and serve suffering humanity”. Its ministry is offered to all persons, regardless of race, creed, colour or gender.

Vision Statement of The Salvation Army

As disciples of Jesus Christ, we will be a Spirit-filled, radical, growing movement, with a burning desire to lead people into a saving knowledge of Jesus Christ, actively serve the community and fight for social justice.

What does The Salvation Army do?

The Salvation Army is a worldwide Christian church and registered charity, working in 127 countries (as at 2016), and it offers unconditional friendship and very practical help to people of all ages, backgrounds and needs.

Founded in East London by William and Catherine Booth in 1865, The Salvation Army has a long history of working with people who are vulnerable and marginalised. We passionately believe that no one is beyond hope, however great their problems. Anyone can find themselves facing grief and despair. In The Salvation Army we don't judge or condemn. We just help. In the UK and Republic of Ireland there are more than 800 Salvation Army social service centres and community churches (corps).

Salvation Army churches are places of worship where Sunday meetings are held, as well as practical expressions of our Christian faith during the week, when our doors are open to offer programmes and activities for the whole community. These vary by church but could include youth activities, parent-and-toddler groups, drop-in centres, luncheon clubs, advice clinics and lots more. Our members will also offer emergency assistance such as groceries and clothing for individuals and families in need.

Our social services work includes more than 70 Lifehouse support and accommodation centres for men, women and families who are homeless and rough sleeping; day-care centres and care homes for older people; and support for victims of human trafficking. Every working day on average, we reunite 10 people with their families through our Family Tracing Service. The Salvation Army also supports the work of the emergency services by providing refreshments, shelter and befriending at major incidents.

The work of The Salvation Army is funded through donations from its members, the general public and, where appropriate, local authority and government grants. People can get involved with The Salvation Army in all sorts of ways, through volunteering with fundraising initiatives, attending church services and helping with local activities. Worldwide there are more than 1.6 million members. In the UK and Republic of Ireland, The Salvation Army has approximately:

- 50,000 members (adult, junior and adherent members)
- 4,000 employees
- 1,500 Salvation Army officers (full-time ministers)

Guidance Notes for Completing the Application Form

It is our intention to appoint the most suitable candidate for every vacancy in accordance with our Equality Policy. To do this fairly, we need all applicants to provide relevant information about themselves. Please remember that we are not able to consider previous applications or personal knowledge of you. The information you provide in your application form is the only information we will use in deciding whether or not you will be shortlisted for an interview and it will be used as a basis for the interview itself.

Please note that CVs will not be accepted. You must complete the application form in full so that we receive the same type of information from all applicants and so that you directly address the job description.

Supporting Information

The most useful part of the form is the Supporting Information. This should be used to tell us why you think you would be able to do this job. Draw particular attention to experience, skills, achievements and knowledge gained in past employment (including community/voluntary work, work in the home or leisure interests) or other activities relevant to the job. Give examples of the work you have been involved in and write in a positive way e.g. I was responsible for... I organised.... Always remember to specify your own responsibilities rather than those of your section, department or organisation.

Accuracy of information

The information that applicants provide to The Salvation Army, both on application and at interview, must be accurate and complete. If The Salvation Army subsequently discovers that any information provided is inaccurate or incorrect, then The Salvation Army may withdraw an offer of employment, or if the discovery is made subsequent to appointment, take action up to and including dismissal.

Data Protection

Applicants are advised that all or any information contained in or derived from their application may be retained in both manual and computerised format for the purposes of recruitment administration, the production of statistical data related to recruitment or equality issues and, on appointment, personnel, payroll and pensions administration. In the case of unsuccessful applicants, manual information may be retained for a maximum of six months.

Equality in Employment

We recognise that in society certain groups and individuals have suffered and continue to suffer direct and indirect discrimination and victimisation. We are actively committed to oppose any discrimination on the basis of gender, marital status, responsibility for children or dependants, gender reassignment, race, colour, ethnic/national origin, nationality, religion or beliefs, political beliefs, disability, age, sexual orientation, offending background, trade union activities or any other factor which could lead to the experience of discrimination. It is our intention to ensure that recruitment, selection, training, consideration for promotion and general treatment for those who work within our organisation, are available to all without unfair discrimination, and to ensure that no one is disadvantaged in any of these matters by conditions or requirements that cannot be shown to be justifiable.

The Christian identity of The Salvation Army is reflected in the manner in which employees relate to each other in their roles within The Salvation Army. The Christian ethos is also reflected in the way in which employees relate to customers, clients and other service users outside The Salvation Army. As a minimum requirement all employees of The Salvation Army must be able to work within the Christian ethos of The Salvation Army.

In addition to this, there are some posts within The Salvation Army where there is an occupational requirement for the post holder to have a commitment to the Christian faith and on some occasions be soldiers of The Salvation Army. Consideration will be given to ascertain whether there is an occupational requirement for the successful candidate to be a practising Christian or a soldier of The Salvation Army. This requirement would remain essential for the duration of the employee's employment in that post.

Employing people with convictions

The fact that a person has a criminal record is frequently irrelevant to the job for which they are applying. The Salvation Army therefore will seek a Disclosure check only in relation to posts that involve a degree of risk. Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Unless the nature of the work demands it, you will not be asked to disclose convictions which are 'spent' under the Rehabilitation of Offenders Act 1974 or the Rehabilitation of Offenders (Northern Ireland) Order 1978 (SI 1978/1908 (N127)). Having an 'unspent' conviction will not necessarily bar you from employment. This will depend on the circumstances and background to your offence(s).

Disclosure Checks

The Salvation Army is committed to protecting vulnerable groups. Disclosure checks from the relevant provider (Disclosure and Barring Service, Disclosure Scotland, Access NI) will be undertaken on positions that are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 and in Police Act regulations or those positions which meet the definition of a regulated activity.

The Salvation Army will not discriminate unfairly on the basis of conviction(s) and will use the Disclosure check to assess an applicant's suitability. Whilst The Salvation Army is not able to employ a barred person in a regulated activity; having a criminal record will not necessarily prevent employment with The Salvation Army. Failure to reveal that you are a barred person applying to work in a regulated activity or provide relevant criminal records information that is directly relevant to the position sought, could lead to withdrawal of a conditional offer of employment or of voluntary work.

Where an existing or newly recruited employee does not have a relevant Disclosure check that is less than 3 years old, The Salvation Army will pay for a new check. Employees using the DBS scheme in England and Wales are then responsible for registering their certification with the update service within 19 days from the date on the Disclosure certificate and for paying the annual fee. Where the employee chooses not to register and pay the annual fee, they will be liable to pay for any new Disclosure check required when there is a change in the area of work or at three yearly intervals.

Asylum and Immigration (Right to work in the UK Documents)

The Salvation Army requires evidence of every applicant's right to work in the UK to ensure that your application is suitable for consideration. It is the policy of The Salvation Army therefore to ask all candidates attending an interview to bring with them evidence of their right to work in the UK. Candidates must present either one original document from List A, or List B to the interview panel.

Lists A & B of acceptable documents for right to work checks

List A

Acceptable documents to establish a continuous statutory excuse:

1. A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen or a citizen of the UK and Colonies having the right of abode in the UK.
2. A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.
3. A Registration Certificate or Document Certifying Permanent Residence issued by the Home Office to a national of a European Economic Area country or Switzerland.
4. A Permanent Residence Card issued by the Home Office to the family member of a national of a European Economic Area country or Switzerland. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.
5. A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.
6. A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
7. A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
8. A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.
9. A certificate of registration or naturalisation as a British citizen, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

List B

Group 1 - Documents where a time-limited statutory excuse lasts until the expiry date of leave

1. A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.
2. A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.
3. A current Residence Card (including an Accession Residence Card or a Derivative Residence Card) issued by the Home Office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.
4. A current Immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with

an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.

Group 2 - Documents where a time-limited statutory excuse lasts for 6 months

1. A Certificate of Application issued by the Home Office under regulation 17(3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the Home Office Employer Checking Service.
2. An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Checking Service.
3. A Positive Verification Notice issued by the Home Office Employer Checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.

Terms and Conditions of Employment

Salary

The salary for this post is £9.09 per hour. Relief contract.

Pension provisions for employees

The Salvation Army currently provides a Defined Contribution Scheme for Employees and Relief workers.

There is also a Workplace Pension Scheme required by the UK Government. This applies to workers who:

- earn over the earnings threshold (2016/17 - £10,000 per year)
- are aged 22 or over; and
- are under State Pension Age

These workers will be enrolled into the scheme on the first day of the month, three months after the first day of their employment. Workers can choose to opt in to the Scheme before this date by completing an opt in form. Additionally, if a worker does not meet the above criteria they can also opt in to the Scheme at any time.

Documents, forms and information regarding the Defined Contribution Scheme can be obtained via the Friends Life microsite <http://www.friendslife.co.uk/microsite/salvationarmy>. Further information can be obtained by contacting the Pensions Unit on 020 7367 4570 or electronically at EmployeesDCS@salvationarmy.org.uk

Working hours

Contracted hours for this post is 0 hours per week.

Annual leave entitlement

Annual leave entitlement is 25 days plus 10 bank holidays (or prorates as applicable). The leave year runs from April to March.

Travel Loan

Following confirmation of the cost of the ticket, The Salvation Army will provide employees, on completion of their probation, with an interest-free loan to purchase a season ticket for travel to and from work. Loans are available for the actual cost of the ticket to a maximum of £8,000.

Childcare Vouchers

The Salvation Army's Childcare Voucher Scheme is open to any employee who is the legal guardian of children up to the age of 16 and who is in some form of registered childcare

provision. The scheme enables you to take a proportion of your salary in the form of Tax and NI-free vouchers that can be used to pay for childcare provision.

Flexible working

The Salvation Army offers employees with 26 weeks service the opportunity to apply for flexible working. The Salvation Army has a range of benefits on offer to provide carers and parents the opportunity to balance their work and personal responsibilities. This includes policies on Maternity Leave, Adoption Leave, Paternity/Partners Leave and Parental Leave.

Probationary Period

It is the policy of The Salvation Army to offer the successful candidate a probation period of three months, in the first instance, during which one week's notice in writing may be given on each side. Upon successful completion of the probation period, confirmation of employment will be given.

Employee Assistance Programme

The Salvation Army has a confidential Employee Assistance Programme (EAP) available to employees and their immediate family who live with them. Health Assured's EAP is a confidential life management and personal support service which can help employees deal with the challenges faced in life. A range of support is available, including telephone counselling and on-line Cognitive Behavioural Therapy. The EAP service can be contacted 24 hours a day on 0800 0305182.

Simply Health

The Salvation Army operates a group policy with Simply Health. This plan is open to all staff and, although the cost is met by you via your salary, you can gain the benefit of attractive terms and lower costs by being part of a group arrangement.

The policy is designed to help with the costs of the following types of treatment: dental, optical, physiotherapy, osteopathy, chiropody, acupuncture, homeopathy, maternity/paternity, allergy testing, health screening and hospitalisation (in-patient, day-care, parental stay). The amount of cover provided depends on the amount of money paid.