

# RECRUITMENT PACK

## SUPPORT WORKER – ST VINCENT’S

**HOURS: 1 X 40 PER WEEK (FULL TIME)  
1 X 20 PER WEEK**

**LOCATION: BRISTOL**

**SALARY: £15,225 (FT) £7,612.50 (PT)PER ANNUM**



# CONTENTS

1. INTRODUCTION .....	2
2. ABOUT JULIAN HOUSE .....	3
3. JOB DESCRIPTION .....	3
4. PERSON SPECIFICATION .....	7
5. GUIDANCE NOTES ON COMPLETING YOUR APPLICATION FORM .....	6

**PLEASE READ GUIDANCE NOTES BEFORE COMPLETING THE APPLICATION FORM.**

**The closing date for receipt of completed applications is noon on 06 December 2013, with interviews likely to take place week commencing 16 December 2013.**

## 1. INTRODUCTION

Thank you for your interest in this post. Julian House is a growing voluntary organisation providing services to people who are homeless or at the risk of becoming homeless.

St Vincent's is a housing project for single homeless people who are in recovery from alcohol and drug misuse. Most of the people who reside with us are ex-offenders and all are seeking to make positive life changes. Over the last 13 years they have helped some of society's most vulnerable people rebuild their lives by offering professional counselling and guidance, a non-judgemental approach and valuing each of our residents as individuals. St Vincent's is a total abstinence, zero tolerance Project.

We offer a safe home and loving environment so that the people who reside with us can feel safe and supported on their journey to overcome their addiction issues.

Last year we helped 42 people make positive changes to their lives. All the people who were supported moved on from St Vincent's with higher self-esteem and were able to achieve the goals they had set for themselves.

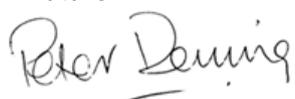
We are looking for both full time (40 hours) and part time support worker (20 hours per week).

The salary for the Support Worker is £15,225 (FT) £7,612.50 (PT) per annum plus a package of benefits including; starting annual leave of 28 days (includes BH) per year increasing with length of service, pension scheme: up to 6% Employer contribution.

Julian House is striving to be an Equal Opportunities employer and welcomes applications from all sections of society and we welcome applications from those with personal experience of homelessness or other forms of social exclusion. Equally you may have just finished a degree and be looking for a new experience where you will receive specialist training, or a parent of grown children. What matters for us is diversity.

I hope you find this pack helpful and consider making an application.

If you decide to apply, we look forward to discussing the part you can play in Julian House's future.



Peter Denning, Chief Executive

## 2.ABOUT JULIAN HOUSE

### BRIEF HISTORY

**Julian House** was originally founded in 1987 after a homeless man died on the streets of Bath. Spurred by this tragic incident a number of the city's churches got together and decided that something needed to be done to help the homeless. Initially a series of ad hoc night shelters were used but very quickly two things became apparent – that the scale of the problem was much larger than they had thought and, that it was a very much a 365 day a year problem.

A charity was formed – Bath Churches Housing Association (Julian House' original name), and a public appeal launched to try and set up a dedicated night shelter. Six years later the Julian House night shelter in Manvers St was opened. Since then other projects and facilities have been developed which are aimed at reconnecting clients with their local communities and preventing others from becoming homeless. Over time the organisation's formal name, Bath Churches Housing Association, has been replaced by the name of its founding project Julian House.

*The merger of Julian House and St Vincent's, which will be completed late autumn 2013, is an exciting development for both organisations. It brings together a wealth of experience covering two often overlapping areas of social exclusion – homelessness and addiction.*

### PROJECTS

**St Vincent's** - St Vincent's Housing, Learning & Guidance is a Bristol based housing project for single homeless people who are in recovery from alcohol and drug misuse. Most of the people who reside with us are ex-offenders and all are seeking to make positive life changes.

Over the last 13 years St Vincent's has helped some of society's most vulnerable people rebuild their lives - by offering professional counselling and guidance, a non-judgemental approach and valuing each of our residents as individuals. St Vincent's is a total abstinence, zero tolerance project.



For more information visit [www.stvincentshousing.org.uk](http://www.stvincentshousing.org.uk)

**Manvers Street Hostel** – We provide 29 beds including 20 at our 24 hour service, Manvers Street Hostel - with a drop-in centre and specialist joint outreach service under the government led No Second Night Out initiative.

We ensure that rough sleepers have a pathway out of rough sleeping, providing a Comprehensive Holistic Assessment leading to a Single Service Offer. This involves a tailored support package including supported access into the private rented sector, hostels, reconnecting with family and social networks amongst other person centred solutions.



Building trusting relationships with clients is central to our successful resettlement outcomes. We engage and enable clients through ensuring their ownership and involvement in our services. The service provided is dynamic in offering choice and variety; we provide meaningful occupation activities as a route into pre-employment courses leading to formal training, education and employment.



**Supported Housing Team** –provides person centred support to people in our supported housing projects. These include Peter House criminal justice project and Barnabas House for people with a medium level of support needs which could include substance misuse, mental health, physical health etc. The SHT helps residents address the issues which led to their current situation. This could include referral to other specialist agencies, participation in the Meaningful Occupation Project to work towards employment, and life skills training. Supporting clients in their own accommodation is proven to have a major impact on whether they sustain it; thereby breaking the revolving door syndrome where client’s tenancies fail and they end up back on the street. The SHT provides support to residents in several properties in Bath and North East Somerset.

**Meaningful Occupation – Space 2** - We encourage make meaningful use of their time. This could be existing talents which have not been utilised for many volunteering or trying something new. Space2 is our Occupation Project based at 55 New King Street and we timetable of activities such as Practical food Hygiene, courses, Sporting activities and literacy/numeracy skills. with local partners and encourage service user’s input into the service.



clients to exploring years, Meaningful provide a Computer We work the plans for

**Womens’ Services** – Julian House run a domestic violence accommodation project where we accept single women, those with children and women with pets. Women often flee Domestic Violence from out of area and so our work takes us across the country ensuring that we can respond to women in crisis. Our experience of working with women in the accommodation led to our delivery of the **Freedom Programme**. Freedom promotes positive changes and recovery for women and their children in a supportive environment. Three times a year we run a rolling 12 week course for women who have experience domestic abuse and provide crèche facilities for their children to enable attendance.



**Landlord Support Team** – Turnkey Housing Solutions provides support to landlords to provide accommodation for homeless people. Those with low level support needs are able to access the Private Rented Sector in a supported way. We have creatively used the private rented sector for those over 50 years old for example as well as improved the move on at Manvers Street by setting up shared accommodation for people who can live independently to move on from the hostel. This is a developing service that we are hoping to turn into a Social Enterprise and use to expand geographically.



**Social Enterprise** – The charity’s first social enterprise, Bath Bike Workshop, was launched to sell second-hand and new bicycles plus cycling related products and services. The prime purpose of this is to provide meaningful occupation for Julian House’s clients which help them back into employment – while at the same time being financially sustainable.

Julian House are really pleased to have taken on the **Bath Soup Company** as an exciting, expanding business in 2013. Built on ethical principles, we use only organic ingredients from local suppliers. We employ ex/current service users and volunteers to make soup and serve at events in the community and run an annual Soup School for service users to gain new skills and accreditation.

**For more information**

**Visit our website [www.julianhouse.org.uk](http://www.julianhouse.org.uk)**



## 3. JOB DESCRIPTION

### PURPOSE

**Support Worker** - Provide high quality housing management services, direct support of named clients within St Vincents

### RESPONSIBLE TO

Service Development Manager (SDM) or as directed

### KEY RESPONSIBILITIES

#### Service Delivery

- Work in close partnership with the team and with relevant external agencies
- Support clients within the service through delivering support plans which you have been generated either by you or the senior worker at the project
- Contribute to needs/risk assessments and support plans being delivered, recording and monitoring impact through review and use of outcome tools
- Give clients advice, information and provide an enabling service so that they can access appropriate services
- Facilitate the delivery of meaningful occupation for clients
- Responsible for ensuring that rent and service charge payments are made and recorded in respect of named clients
- Responsible for day to day health and safety and the safe running of the project, including liaison with external contactors
- If required take part in rostered systems of working which include weekend working
- Maintain client records that are accurate and fully updated using Julian House client record system

#### Service User Involvement

- Support organisational initiatives which seek to promote Service User involvement and inclusion
- Support Service Users in contributing to the development of new and existing services
- Support Service Users to engage in consultation events both within the organisation and in the wider community

#### Staff & Volunteers

- Provide support and guidance to new staff and to volunteers within the service
- Participate in team working approaches which deliver high quality services to clients

#### OTHER

- Ensure that organisational administrative systems, including Petty Cash and rent/service charge collection are accurately maintained and updated
- Work at all times within the Health & Safety and Environmental Health legislation and within safety guidelines established for the project
- Engage actively in own supervision, using annual appraisal to set and agree own performance targets and training needs
- Work in other services as directed by SDM or Operations Director
- undertake other duties, which are broadly in line with the above key responsibilities
- Roles and objectives in Julian House may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs
- All members of staff are required to operate in accordance with Julian House's values, policies and procedures

## 4. PERSON SPECIFICATION

### QUALIFICATIONS AND SPECIALIST KNOWLEDGE FOR THE ROLE

#### Essential

- Ability to use Microsoft Word, email and basic spread sheets
- Good verbal and written communication skills

#### Desirable

- General qualification in social / healthcare
- Knowledge of 12-step recovery programme
- Understanding of the client group and challenges involved
- Understanding of Benefits and Housing Benefits system

### EXPERIENCE

#### Desirable

- Previous work with people in recovery and/or other socially excluded people
- Working as part of a team in a social care setting
- Working with people with complex needs and challenging behaviour
- Personal experience of homelessness or social exclusion

### OTHER

#### Essential

- If in recovery minimum 5 years clean and sober

#### Desirable

- Have access to own car

### VALUES

#### Essential

- Empathy and understanding of the needs of Julian House Service Users
- Commitment to equality of opportunity

## 5. GUIDANCE NOTES ON COMPLETING YOUR APPLICATION FORM

**Please read these notes carefully. They have been written to help you make the best of your application. The decision to shortlist you for interview will be based solely on the information you provide on the application form and supporting statement.** Please do not send us your CV or any additional information.

The supporting statement should address how your experience and skills equip you to fulfil each element of the job description and person specification.

### EXPLANATION OF TERMS USED

- Job description - Gives details of the duties of the post. Use this as a guide to decide whether or not you think the job would suit you.
- Person specification - Lists the criteria, which will be used to assess your application & covers the qualifications, specialist knowledge and experience that we are looking for.

### WORK EXPERIENCE

Include all relevant work experience including part-time or voluntary work, particularly if you have not been employed on a full-time basis before include any previous posts you may have had with your current employer.

### EQUAL OPPORTUNITIES

Because Julian House works with vulnerable people this post meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. Julian House is committed to not discriminate against people with criminal records and any information disclosed on the Disclosure of Criminal Records form will be taken into account only when it is relevant to the post. This information will be destroyed if your application is not successful. All applicants will be given the opportunity to discuss any criminal convictions at interview.

In addition, all applicants who are offered employment will be required to undertake a Criminal Record Bureau check at Enhanced Level before an appointment is confirmed. This check covers details of cautions, reprimands or final warnings, as well as convictions and spent convictions. Any issues that arise from this check will be discussed fully with the applicant prior to a final decision about whether or not to employ.

Julian House's policy on Criminal Record Bureau Disclosures and Recruitment of Ex-Offenders is available on request.

Julian House is striving to be an Equal Opportunities employer and welcomes applications from all sections of society. We therefore monitor the response to our recruitment advertisements to ensure that we attract an appropriate mix of candidates. The front sheet of the application form will be separated from your Application form on arrival and will not be used in any part of the selection process.

All data supplied by applicants will be used only for the purposes of determining their suitability for the post, and will be held in accordance with the principles of the Data Protection Act 1998. We retain all applications for a maximum of six months.

If you require this application pack in another format or if you should have any queries regarding the vacancy or selection process, then please do not hesitate to contact us on 01225 354662 or [recruitment@julianhouse.org.uk](mailto:recruitment@julianhouse.org.uk) and we will do our best to help.

## **REFEREES**

One of the referees that you provide should be your present or most recent employer. If you have not been employed, or have been out of employment for a period of time, you may wish to give the name of anyone who knows you sufficiently well to confirm the information that you have given and to comment on your ability to do the job.

## **NOTIFYING YOU ABOUT YOUR APPLICATION**

Please note we are not able to acknowledge receipt of individual applications. We will notify shortlisted applicants within 5 days of the closing date. Unfortunately, Julian House is generally not able to give feedback on applications that have not been shortlisted.

## **SENDING IN YOUR APPLICATION**

Applications received after the published closing date will not be considered.

The application form, together with the equal opportunities monitoring form and supporting statement can be submitted by post to: HR & Admin Manager, Julian House, 55 New King Street, BATH, BA1 2BN or can be emailed [recruitment@julianhouse.org.uk](mailto:recruitment@julianhouse.org.uk)