



JIGSAW HOMES GROUP

BENEFITS AND JOB DETAILS

Position:	Family Keyworker - Female Only <u>Please note that The Female Sex Exemption claimed under Section 7 (2) (e) of the Sex Discrimination Act 1975, applies to this post.</u> (Please Quote Ref AHA - 438 on the application form)
Employer:	Jigsaw Homes Group
Location:	Wigan
Salary:	£21,422 per annum
Hours:	An average of 33 hours per week, working a mixture of early & late shifts between the hours of 8.00am and 10.00pm, over a 7 day roster.
Status:	Fixed term contract for 6-12 months to cover maternity leave, subject to probationary period
Holidays:	In return Jigsaw Homes Group offer 27 working days holiday per annum (rising with extended service), occupational sick pay, flexible working, access to the Social Housing Pension Scheme, Simply Health membership, enhanced maternity/paternity leave and training/development opportunities.
Pension:	The Group belongs to the Pension Trust Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme.
Closing date for applications:	Friday 10 th December 2021
Provisional interview date:	Tuesday 21 st December 2021
Commencement date:	As soon as possible
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a six month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Further information about the disclosure can be found at www.homeoffice.gov.uk/dbs
Diversity:	Jigsaw believe diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.
Application to be returned to:	Please send your CV to Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION

FAMILY KEYWORKER

Department:	Jigsaw Support
Located at:	Wigan
Hour of work:	An average of 33 hours per week, working a mixture of early & late shifts between the hours of 8.00am and 10.00pm, over 7 days.
Responsible to:	Supported Housing Team Leader
Responsible for:	N/A
Overall aim of the job:	To provide a quality service that reflects Jigsaw Homes Groups professional standards. You will need to ensure that targets and requirements set by Supporting People are met and maintained, participate in marketing the service, actively engender a positive environment of equality and diversity at all times and encourage resident involvement and consultation to improve the service we deliver.

MAIN TASKS OR ACTIVITIES

1. Liaise with residents on a daily basis and ensure their support needs are responded to efficiently and effectively in accordance with our service standards and Supporting People Quality Assessment Framework.
2. To carry out assessments of prospective clients, ensuring that all the relevant documentation is received from external agencies to enable the case to be assessed.
3. Follow the induction procedure for all new clients.
4. Maintain accurate information on individual clients
5. For accommodation based services, ensure housing management functions are undertaken as follows:-
 - a. Prompt turnover of vacant rooms through liaison with referral agencies and the voids maintenance team.
 - b. To ensure appropriate benefits are claimed and personal charges are paid.
 - c. Take necessary action if clients do not comply with the terms and conditions of their license agreement.
 - d. To be responsible for maintaining the upkeep of the service to the required standards to ensure a safe and secure environment. To include regular health and safety checks.
 - e. To ensure repairs are reported promptly and completion monitored in line with the Groups procedures
 - f. Cleaning of the project and vacant rooms.
6. Liaise with external agencies and relatives in a professional manner and record information as required.
7. Empower clients to arrange and participate in social activities within the service and in the wider community.
8. Carry out necessary health and safety checks.
9. Attend and participate in training, meetings and case conferences that may be required in your role.
10. Consult with residents and keep them informed of issues that are relevant to them.
11. Produce and distribute literature that keeps service users informed e.g. Newsletter
12. Follow all Group policies and procedures in accordance with the role and attend Mandatory training when requested to ensure compliance with Group policies and procedures.
13. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
14. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors commensurate with the position.

**PERSON SPECIFICATION
FAMILY KEYWORKER**

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
<u>QUALIFICATIONS</u>		
Qualification demonstrating sound literature & numerical skills (e.g. GCSE English & Maths A-C or equivalent)	E	Application Form/Certificate
Training relevant to role e.g. First Aid, Health & Safety, Scheme Security	D	Application Form/Certificate
<u>SKILLS/EXPERIENCE</u>		
Experience of working with vulnerable people	E	Application Form/Interview
Ability to communicate effectively with clients and relevant professional agencies	E	Application Form/Interview
Ability to follow procedures i.e. emergency procedures and issues relating to client's welfare	E	Application Form/Interview
Excellent Administration and reporting skills	E	Application Form/Interview
Community and liaison skills	E	Application Form/Interview
Computer literate	E	Application Form/Interview
A good knowledge and understanding of issues relating to supporting people and QAF	D	Application Form/Interview
<u>COMPETENCIES</u>		
Encourage and enable client involvement	E	Application Form/Interview
Able to work on own initiative, as well as working as part of a team	E	Application Form/Interview
Good time management	E	Application Form/Interview
Problem solving ability	E	Application Form/Interview
Able to work well under pressure	E	Application Form/Interview
Sensitive and supportive to people's needs	E	Application Form/Interview
Works harmoniously with others, helping to generate a positive team atmosphere whilst building effective working relationships	E	Application Form/Interview
A positive and responsive attitude to change, participating and makes constructive suggestions for solutions and improvements	E	Application Form/Interview
A commitment to Groups equal opportunity policies and practices	E	Application Form/Interview
Understanding of data protection & confidentiality issues	E	Application Form/Interview
Experience of partnership working	D	Application Form/Interview
<u>OTHER</u>		
Be flexible and able to work outside hours of duty if required	E	Application Form/Interview
<p>Please note: Applicants must meet the above "Essential" criteria as a minimum. "Desirable" criteria will be used as a minimum to further shortlist applications received if necessary. We are willing to consider making reasonable adjustments for people who have a disability. If you have a disability, please refer to the guidance notes before you complete your application form. If you have any questions please do not hesitate to the People team at recruitment@jigsawhomes.org.uk</p>		

DISCLOSURE BARRING SERVICE INFORMATION FAMILY KEYWORKER

GENERAL DISCLOSURE INFORMATION:

The provisionally selected successful applicant for the post will be asked to apply for an Enhanced Disclosure from the Disclosure Barring Service.

A copy of the Disclosure Barring Service' Code of Practice, which Jigsaw Homes is committed to, is available on request.

As Jigsaw Homes meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974, all applicants who are offered employment will be subject to a criminal record check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions.

SHOULD YOU DECLARE A CRIMINAL RECORD? (PAGE 4 EMPLOYMENT APPLICATION FORM):

*The post for which you are applying involves access to vulnerable people and/or children. It is therefore exempt from the provision of the Rehabilitation of Offenders Act 1974. You are therefore NOT entitled to withhold information about convictions which for other purposes are "spent" under the provisions of the Act. Any convictions, conditional discharges, bound overs, or cautions, reprimands or final warnings, will not automatically disqualify you from employment but any failure to disclose such information could result in dismissal.

A criminal record will not necessarily be a bar to obtaining a position. This information will be used only to assess the applicant's suitability for employment, in so far as it is relevant, and Jigsaw Homes will consider persons with a criminal record on merit and ability and not discriminated against unfairly.

DISCLOSURE BARRING SERVICE POLICY STATEMENT

General principles:

As an organisation using the Disclosure Barring Service to help assess the suitability of applicants for positions of trust, Jigsaw Homes complies fully with their Code of Practice regarding the correct handling, use, storage, retention and disposal of Disclosure and Disclosure information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of Disclosure information and has a written policy on these matters, which is available to those who wish to see it on request.

Storage and access:

Disclosure information is never kept on an applicant's personnel file and is always kept separately and securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

Handling:

In accordance with section 124 of the Police Act 1997, Disclosure information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom Disclosures of Disclosure information has been revealed and we recognise that it is a criminal offence to pass this information to anyone who is not entitled to receive it.

Usage:

Disclosure information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

Retention:

Once a recruitment (or other relevant) decision has been made, we do not keep Disclosure information for any longer than is absolutely necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep Disclosure information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights individual subject before doing so. Throughout this time, the usual conditions regarding safe storage and strictly controlled access will prevail.

<p>Disposal:</p>	<p>Once the retention period has elapsed, we will ensure that any Disclosure information is immediately suitably destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, Disclosure information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the Disclosure or any copy or representation of the contents of a Disclosure. However, notwithstanding the above, we may keep a record of the date of issue of a Disclosure, the name of the subject, the type of Disclosure requested, the position for which the Disclosure was requested, the unique reference number of the Disclosure and the details of the recruitment decision taken.</p>
<p>Acting as an Umbrella Body:</p>	<p>Before acting as an Umbrella Body (one which countersigns applications and receives Disclosure information on behalf of other employers or recruiting organisations), we will take all reasonable steps to ensure that they can comply fully with the DBS Code of Practice. We will also take all reasonable steps to satisfy ourselves that they will handle, use, store, retain and dispose of Disclosure information in full compliance with the DBS Code and in full accordance with this policy. We will also ensure that anybody or individual, at whose request applications for Disclosure are countersigned, has such a written policy and, if necessary, will provide a model policy for that body or individual to use or adapt for this purpose.</p>
<p>Recruitment of ex-offenders:</p>	<p>As an organisation using the Disclosure Barring Service to assess applicants' suitability for positions of trust, Jigsaw Homes complies fully with the DBS Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.</p> <p>Jigsaw Homes is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.</p> <p>This policy on the recruitment of ex-offenders, is made available to all Disclosure applicants at the outset of the recruitment process.</p> <p>We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.</p> <p>A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.</p> <p>Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential, cover to a designated person within Jigsaw Homes and we guarantee that this information is only to be seen by those who need to see it as part of the recruitment process.</p> <p>Unless the nature of the position allows Jigsaw Homes to ask questions about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.</p> <p>We ensure that all those in Jigsaw Homes who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974.</p>
<p>Recruitment of ex-offenders - continued:</p>	<p>At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.</p>

We make every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and make a copy available on request.

We undertake to discuss any matter revealed in a Disclosure with the persona seeking the position before withdrawing a conditional offer of employment.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.