



JIGSAW HOMES GROUP LIMITED

BENEFITS AND JOB DETAILS

Position:	Bank Worker (Please Quote Ref JHG-287 on the application form)
Employer:	Jigsaw Homes Group
Location:	Oldham
Salary:	£12.48 an hour
Hours:	Casual- Covering shifts for leave and absences at 24/7 scheme. Shift pattern consists of waking nights, evenings and weekend hours.
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 26 th November 2021
Provisional interview date:	To be confirmed
Commencement date:	As required
Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject 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:	People Team Recruitment@jigsawhomes.org.uk

JOB DESCRIPTION

Department:	Jigsaw Support
Located at:	Oldham
Hour of work:	Casual- Covering shifts for leave and absences at 24/7 scheme. Shift pattern consists of waking nights, evenings and weekend hours.
Responsible to:	Jigsaw Support Manager
Responsible for:	None
Overall aim of the job:	This role will be to cover shifts at our supported projects in Oldham. Shifts will include evening and weekend work and applicants may be contacted at short notice to cover shifts due to staff absence. Services include supported accommodation for people with multiple complex needs and also our women's refuge provision. Applicants can specify which service they would prefer to work at, but please note that the role at our women's service is open to women only (Genuine Occupational Requirement).

MAIN TASKS OR ACTIVITIES

1. Provide an intensive housing management function including maximising occupancy, rental income and ensuring customers take up their full benefit entitlement, that housing benefit claims are submitted in a timely accurate manner and arrears and bad debts actively pursued.
2. Support the safe admission of customers based on local procedures.
3. Deal sensitively but firmly with any incidents within the service and ensure that customers conform to the occupancy agreement and house rules.
4. Ensure a welcoming and safe environment for customers and others using the facilities and service provided by Jigsaw Support. Working with the team to rectify and report repairs.
5. Ensure furnishings and equipment are maintained to a high standard. Including preparing rooms ready for relets.
6. Work in a multi skilled team across a range of sites.
7. Manage a caseload across a range of sites.
8. Participate in a rota system of shift duties, to ensure that service delivery is maintained in a consistent way, in the evenings, at weekends and on bank holidays.
9. Proactively work with colleagues to deliver an inspirational programme of opportunities for individual and groups of customers to achieve their goals.
10. Provide advice and help with benefits, budgeting, Neighbour relations, training education, accessing volunteering and employment opportunities, paying rent and bills, and health and safety within the accommodation.
11. Motivate and challenge customers to access community resources, and offer personal/emotional support on their journey to move on.
12. Coach customers to take 'responsibility for self' and ensure a motivational positive environment in all interactions.
13. Record and monitor progress of each customer; regularly review the support contract including negotiating the move strategy.
14. Work with team members to ensure that resettlement needs are met and service delivery is maintained.
15. Participate actively in team meetings and 1:1 supervisions with manager
16. To work in accordance with the Financial Regulations at all times.

17. 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.
18. Ensure you work in accordance with the Equality Act 2010 and the Equality & Diversity Policy at all times.
19. To carry out any other duties as required as required by the People Team, Group Directors or Operation Directors, Deputy Chief Executive and Chief Executive commensurate with the position.

PERSON SPECIFICATION

CRITERIA	ESSENTIAL/ DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS		
Relevant NVQ's in social Welfare, health and safety	D	Application
SKILLS/EXPERIENCE		
Working in housing, social care or a related field	E	Application
Working with Vulnerable customer groups	E	Application
Basic administration and record keeping	E	Application
Understanding of equality and diversity issues	E	Application
An understanding of safeguarding legislation and practice	E	Application
Working with women fleeing domestic abuse	E	Application
Working with customers with multiple complex needs	E	Application
Welfare rights and benefits system	E	Interview
Health and Safety in supported housing.	D	Interview
Communication and interpersonal skills	D	Interview
Build and maintain effective working relationships	D	Interview
Basic IT skills	E	Application
Ability to organise own work and time	E	Application
Numeracy and ability to record cash transactions	E	Application
Attention to detail and accuracy	E	Interview
Able to maintain confidentiality	E	Interview
Forward thinking, positive attitude	E	Interview
Resourceful and innovative approach to problems	E	Interview
Willingness to take responsibility for getting the job done to required standards	E	Interview
Persistence and determination	E	Interview
Able to work unsupervised.	E	Application
COMPETENCIES		
Work within a team environment, demonstrating flexibility and tolerance	E	Application
Listen and communicate proactively with a diverse range of people both internally and externally	E	Interview
Behave consistently, demonstrating personal values and standards that complement those of Jigsaw Support.	E	Interview
Remain confident and resilient when dealing with challenging situations	E	Interview
Relate to people with a self-assured and relaxed manner.	E	Interview
Remain focused on delivering service outcomes to the agreed standards	E	Interview

Adapt and respond positively to change	E	Application/Interview
Adopt a positive and creative approach to solving problems	E	Application/Interview
Demonstrate awareness of equality and diversity.	E	Application/Interview
OTHER		
Able to work unsocial hours (evenings and weekends and public holidays)	E	Application/Interview

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. For example, by providing aids or adaptations to help overcome the effects of their 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 contact the HR team on 01942 608715

DISCLOSURE BARRING SERVICE INFORMATION

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 Adactus Housing 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.
