

## Application Guidelines and Further Information

### 1. APPLICATION PACK

Thank you for requesting an application pack for this post. This pack includes the following:

The advert for the position.

A Job Description, which explains the job role and main duties.

A Person Specification, which details the competencies and experience the successful post holder will need in order to carry out their duties effectively.

YMCA Exeter Ethos Statement, which explains the Christian ethos of YMCA Exeter and how this works out in practice.

Privacy notice for Job applicants, which explains how we collect and process your data as an applicant.

Equality and Diversity Monitoring form which is an optional form.

An Application Form has been provided within this pack as a **separate Microsoft Word document** to enable you to complete your application on your computer and then e-mail it to [hr@ymcaexeter.org.uk](mailto:hr@ymcaexeter.org.uk). Alternatively, you may handwrite the application and post it to **Emily Hornsby, YMCA Exeter, 39/41 St David's Hill, Exeter, EX4 4DA**.

**Please note that CVs and similar documents will not be considered when short-listing**, but only the information written on the Application Form.

### 2. DATA PROTECTION

Personal data obtained from applicants during the recruitment process will be held securely by YMCA Exeter. Information provided will be used solely for the purposes of selection for the post advertised, unless express permission for additional use is sought from the applicant (e.g. if the applicant might be considered for other vacancies). No personal data provided in the course of the application, other than that stored and processed as part of YMCA Exeter's monitoring of equal opportunities, will be retained beyond twelve months from the date from which applicants are informed of the outcome of their application, except in the case of the successful candidate. Please also take some time to review the **Privacy notice for Job Applicants** document in this pack

### 3. SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

YMCA Exeter is fully committed to safeguarding children and vulnerable adults. A thorough vetting process will be carried out as part of our appointment process, including verification of any required qualifications, verification of identity, taking of references and, for this post, an enhanced DBS check.

### 4. RELIGIOUS BELIEFS

YMCA Exeter is an organisation with a clear Christian ethos as set out in our Ethos Statement (see Information Pack). The position for which you are applying states that you are required to have a personal commitment to the Christian faith, and the information which you supply in this section will be taken into account during the selection process. You will be required to uphold the Christian ethos of YMCA Exeter and its values in your work.



Here for young people  
Here for communities  
Here for you

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE

## 5. DECLARATION OF CRIMINAL BACKGROUND INFORMATION

The Rehabilitation of Offenders Act 1974 sets out to help people who have been convicted of a criminal offence and have not been convicted again within a specified period. This period is known as a rehabilitation period. Once a rehabilitation period has expired and no further offending has taken place, a conviction is considered to be 'spent'. Once a conviction is spent, the convicted person does not have to reveal it or admit its existence in most circumstances.

The Rehabilitation of Offenders Act 1974 (Exceptions Order) gives some exemptions from the Act, whereby details of 'spent' convictions must be declared. One of these exemptions is working with children, young people (i.e. under 18 years of age) and/or vulnerable adults. When recruiting people to work in such positions of trust an employer is entitled to ask for details of all convictions, spent and unspent.

## 6. DISCLOSURE AND BARRING SERVICE CHECK

The post for which you are applying will bring you into direct contact with children, young people and/or vulnerable adults.

During our recruitment procedure we take steps to assess an applicant's suitability for such a position of trust. It is important that you understand the nature of the checks that we will make, and when we will make them.

If after the interview you are made a conditional offer of employment, you will be required to co-operate with YMCA Exeter in completing an application for a higher-level disclosure statement from the Disclosure and Barring Service. This disclosure service offers organisations a means to check the background of job applicants to ensure that they do not have a history that would make them unsuitable for the post. Disclosure statements are provided by the Disclosure and Barring Service, an executive agency of the Home Office.

Higher level disclosure statements provide details of a person's criminal record including convictions, cautions, reprimands and warnings; they also contain details from lists held by Government departments of those considered unsuitable for his type of work.

## 7. FURTHER INFORMATION

More information about the work of YMCA Exeter can be found on our website ([www.ymcaexeter.org.uk](http://www.ymcaexeter.org.uk)). If you do have any further questions about the role or the application process before you apply, please contact us via (01392) 410530 or email [hr@ymcaexeter.org.uk](mailto:hr@ymcaexeter.org.uk).

## 8. CLOSING DATE FOR APPLICATIONS

All applications should be returned no later than **9am on 31st March 2025**.



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## We're recruiting Supported Housing Specialist

We are excited to announce the launch of our new housing projects in Torbay, and are seeking dedicated Supported Housing Specialists to join our team. This role is a new type of role, offering the opportunity for experienced Supported Housing Staff or those coming to work in the Supported Housing Sector for the first time with higher levels of transferable skills to use their talents and experience to enhance the service we can offer to young people as they live in our housing, seek employment, education and training and tackle any barriers that they may be experiencing.

We would love to hear from applicants who have experience in Supported Housing and/or transferable skills such as Entrepreneurism, a background in education/teaching, construction/maintenance or facility management, mental health and therapeutic intervention, social work, youth work or activity based work (such as health and fitness, outdoor activity, etc). However, we welcome applications from those who feel they have a specialist set of skills they feel they could offer.

The young people in these projects will have previously lived in higher level supported accommodation or the Care System and are now ready to make the next steps in their journey.

You will have the confidence and maturity to work effectively with vulnerable young people to help them achieve greater independence. We are looking for someone confident in working with young people, able to work as part of a close team, reliable, adaptable and have good IT skills. We will provide training and help you develop your skills. As part of YMCA Exeter's commitment to safeguarding young people, this role will be subject to an enhanced DBS check.

As a Christian Organisation, we are inspired and motivated by our faith in Jesus Christ and the hope and love He has given us. This role has a Genuine Occupational Requirement that the employee has a Christian Faith. Therefore, the successful candidate will be a committed Christian, able to fully support and promote the ethos of YMCA Exeter and actively take part in the spiritual mission of our work.

Full-time (37.5 hours per week)  
£30,000 per annum,  
generous annual leave entitlement,  
employee health plan scheme and other added  
benefits.

For further information and an application pack (no CVs please), contact us by emailing [hr@ymcaexeter.org.uk](mailto:hr@ymcaexeter.org.uk) or download an application pack from our website at [www.ymcaexeter.org.uk/jobs/](http://www.ymcaexeter.org.uk/jobs/)

The closing date for applications is 9.00am on 31st March 2025



Here for young people  
Here for communities  
Here for you



## WHY WE DO WHAT WE DO

As a local YMCA, we fully support the Vision of the YMCA Federation, which is “of an inclusive Christian movement transforming communities so that all young people can belong, contribute and thrive.”

As an inclusive Christian charity, YMCA Exeter is:

**Christian:** We are inspired by the example of Jesus Christ, and motivated by our shared experience of God’s love and his transforming work in our own lives

**Inclusive:** We believe that every person is hugely valuable, so ensure our services are welcoming to all wherever possible. We are grateful for the partnership and help of people and organisations who support what we do regardless of whether they share our faith motivation.

### Our Vision and Mission

**Our Vision:** is to see communities transformed into places characterised by love, joy, peace and hope where all young people can become everything they were created to be.

**Our Mission:** is to demonstrate Christ’s love through practical service that empowers young people and their communities to flourish.

### Our Values

The way we act at YMCA Exeter is characterised by five strong and distinctive values that flow from our Christian ethos:

**We seek out:** We actively look for opportunities to make a transformative impact on young lives in the communities where we work, and believe that every person is of equal value.

**We welcome:** We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.

**We inspire:** We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.

**We speak out:** We stand up for young people, speak out on issues that affect their lives, and help them to find confidence in their own voice.

**We serve others:** We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.

### Our Principles

At YMCA Exeter, we seek to model our lives and work on Christ’s life and his words, “Love the Lord your God with all your heart, and love your neighbour as yourself.” This means the following principles characterise all we do:

**Faith:** We believe God deeply cares about us, our work and those we serve, so we trust him and prayerfully seek his help in all we do.

**Courage:** We will do all we can in God’s strength, challenging injustice and overcoming obstacles to bring positive change in the communities we serve.

**Excellence:** We will seek to provide the best possible service in every aspect of our work.

**Service:** We want the way we treat our clients and the way we behave towards each other to be characterised by an attitude of compassion and service.

**Integrity:** We are committed to truthfulness, honesty, transparency and accountability in everything we do.

## Job Description Supported Housing Specialist

(January 2025)

- 1. EMPLOYER:** CITY OF EXETER YMCA HOUSING ASSOCIATION  
39/41 St David's Hill  
Exeter EX4 4DA  
Tel. 01392 410530
- 2. JOB TITLE:** Supported Housing Specialist
- 3. RESPONSIBLE TO:** Housing Manager
- 4. JOB PURPOSE:** As part of a team of Supported Housing Specialists, to work together to deliver a high quality supported housing service alongside an Education, Meaningful Occupation, Training and Employment (EMOTE) programme to assist young people moving on from high level supported accommodation to live well in their accommodation, understand their responsibilities and develop their employment, education and training ambitions to achieve their desired goals.

### 5. ORGANISATIONAL CONTEXT

YMCA Exeter consists of three registered charities, all companies registered by guarantee:

City of Exeter YMCA Housing Association – (known as YMCA Exeter Housing)

YMCA Exeter Community Projects

YMCA Centres (South Molton)

These organisations are legally distinct but operate in close partnership. The Housing Association, Community Projects and South Molton have a common Board. All three charities are led by the same Leadership Team, and share Core Services and Community Relations.

In all that YMCA Exeter does, we seek to serve our service users, partner agencies and the general public in a way that practically demonstrates our clear Christian ethos, as set out in our Ethos Statement. As a team, we are committed to daily prayer and to seeking God's wisdom in the various situations we face. These corporate acts of Christian worship are vital aspects of our team life and central to the work of the organisation. Staff members are expected to demonstrate the Christian ethos of YMCA Exeter in their lives, work, and interaction with one another, clients, other agencies and the general public.

It is therefore an Occupational Requirement under the terms of Part 1 of Schedule 9 of the Equality Act 2010 that this post holder has a personal commitment to the Christian faith.

### 6. MAIN DUTIES

- a) In all aspects of work and personal conduct, to reflect the Christian ethos of YMCA Exeter to Service Users, colleagues, partner agencies, and the general public, including:

Demonstrating the love of Christ in the delivery of a high-quality, compassionate and effective service.

Working closely and supportively with other members of the YMCA Exeter staff team, including supporting one another regularly in prayer.

Praying with other team members for YMCA Exeter projects, service users, and other related persons.

Responding appropriately and sensitively to opportunities that arise to explain the Christian ethos of YMCA Exeter, and how it motivates and informs the work of the organisation.

Encouraging Christian service users in their faith and discipleship, praying with them when appropriate.

- b) To ensure the delivery and development of excellent Supported Housing Services by taking responsibility for areas of operation, as part of a team of “specialists”. These areas will include, but are not limited to:

Developing a full understanding of UK Welfare Benefits, particularly those focussing on Young People, employment, disability and housing and advising service users and consulting with other staff members.

Minimising voids within projects and maximising the capacity of the service.

Maximising the efficient collection of Rents and management of Rent accounts and other income.

Operating a transparent and efficient allocations service aimed at promoting fair access, excellent assessment including balancing the minimisation of voids with the need for a regulated and sustainable community within projects.

Meaningful service user engagement including supporting, consulting, encouraging client participation and positive management of complaints.

Implementing good Health and Safety policy and practice.

Effective and empowering management of the staff team, sessional workers and contractors (including Team meetings, supervision, shift management, communication, encouragement, challenge and personal example).

To ensure the correct data is properly collected to deliver our services well and to monitor and continually improve the housing service in this regard.

Developing partnerships with related agencies, services and other YMCAs.

- a) To deliver a high-quality support service relevant to the needs and desires of its service users; including:

i) Taking responsibility for the provision of housing-related support. The support provided includes enabling residents to access relevant benefits; to provide advocacy with other agencies, particularly benefits agencies, access training and employment; develop budgeting skills; learn living skills such as cooking, cleaning and paying bills; write official letters and fill in forms; manage their friends and personal behaviour; use leisure time well; deal with neighbour disputes; access specialist services (e.g. drug and alcohol services, counselling, community mental health services, etc.); and access appropriate move-on accommodation.

ii) Taking an active part in group-based work or activities.

iii) Building supportive and professional relationships with YMCA Exeter residents, whilst maintaining appropriate professional boundaries and avoiding inappropriate or unhealthy emotional involvement.

iv) Promoting the personal, social and spiritual development of YMCA Exeter residents.

- v) Ensuring the security and safety of the buildings.
  
- c) To undertake the duties of the Designated Manager in line with YMCA Exeter Safeguarding Policy which includes the requirement to be contactable for Safeguarding Queries from Support Staff with the Support of the Safeguarding Officers.
- d) Provide assistance and direction to other staff working within your allocated projects.
- e) Ensure accurate records are maintained and that statistical and other reports are produced as required.
- f) The post includes lone working at time. These times will mostly be during a weekend, however there may also be times during the day or an evening shift where lone working is necessary due to staff shortage or other reason.
- g) To be 'On-Call' or 'Back up' on a rota basis, to provide an emergency response out of hours and to assist on-duty staff in dealing with emergency situations.
- h) To assist with promoting YMCA Exeter fundraising events within own social and church circles, to participate or assist in the execution of major fundraising events and Open Days, and to help raise the profile of the work of YMCA Exeter.
- i) To comply at all times with YMCA Exeter policies and procedures and regulatory and legislative requirements.
- j) To carry out any other duties within your capability, as delegated by your Line Manager.

## 7. RELATIONSHIPS

The post holder has the following key relationships within the Organisation:

**Housing Manager:** The post holder will report directly to the Housing Manager, who is responsible for the overall performance and management of the Housing Services.

**EMOTE Specialists:** To work in partnership with the EMOTE Specialists to provide the most cohesive service possible to the young people living within the projects.

***I confirm that I have been given a copy of this Job Description and accept responsibility for the duties described herein.***

Signed: .....

Date: .....



## Person Specification for the Post of Supported Housing Specialist *(January 2025)*

### 1. PERSONAL QUALITIES

#### Essential:

As a genuine occupational requirement, it is essential that you have a personal commitment to the Christian faith, and to a practical expression of that faith in a professional context.

As a genuine occupational requirement, it is essential that you support and promote the Christian ethos of YMCA Exeter as described in the Ethos Statement.

As a genuine occupational requirement, it is essential that you have a commitment to praying for others.

You will have proven commitment to working with disadvantaged people to enable them to participate fully in the community shown through previous professional experience working with disadvantaged people.

You will have the ability to maintain and conduct yourself in a professional manner when dealing with clients demonstrating complex behaviours where emotions are heightened.

Be committed to high professional standards, including maintaining appropriate boundaries.

You are able to deal with conflict in a challenging environment.

You have the ability to work well as part of a team.

You are flexible and adaptable to changing needs and demands of the service. You are a reliable and punctual person with a mature outlook and sound judgement.

### 2. KNOWLEDGE AND EXPERIENCE

#### Essential:

Experience in working with vulnerable young people.

Experience of working in a challenging environment.

Some understanding of the Benefit-system.

#### Desirable:

Experience of liaising with local authorities, local emergency services and/or other statutory services in regard to maintaining client and building safety and security.

Experience in housing-related support provision, including developing/implementing support plans.

Previous experience in a Housing setting.

Previous experience within local emergency services, particularly in relation to managing security of area/people.

Thorough knowledge of the Benefit-system, including Housing Benefit and Tax Credits.

### 3. SKILLS

Essential:

Excellent interpersonal skills.

Excellent communicator and listener, particularly with young people.

Excellent organisational skills.

Excellent written and oral communication skills.

IT Literate with competence in using Microsoft Office Suite software packages. Able to use Microsoft Windows operating System to organise and access files and documents, and with a reasonable typing speed.

Excellent record-keeping skills.

GCSE grade C or above (or equivalent) in Maths and English.

Able to prioritise work well in a pressured environment.

Desirable:

Relevant qualification(s) in housing, social work, youth work, teaching, facilities management, emergency services and/or similar.

Relevant experience in housing, social work, youth work, teaching, facilities management, emergency services and/or similar.

### 4. CIRCUMSTANCES

Essential:

Willing and able to regularly work shifts, day, evening shifts, on-call overnight; on a rota basis and weekends (if required).

Desirable:

Car driver.

Car available to use.

## 5. OTHER

Essential:

Willing and able to undertake appropriate training in order to strengthen the skills and knowledge necessary for the effective carrying out of duties.

The job necessitates the ability to access multiple floors in multiple buildings, which have no lift.

## Privacy Notice – Job Applicants

This document explains how YMCA Exeter collects and uses your personal data. This will include your rights relating to the information we collect about you, how we keep your personal information safe, the types of information we collect and use and the legal basis we rely on to use your information.

We are a "data controller". This means that we are responsible for deciding how we hold and use personal information about you. You are being sent a copy of this privacy notice because you are applying for work with us (whether as an employee, worker or contractor). It makes you aware of how and why your personal data will be used, namely for the purposes of the recruitment exercise, and how long it will usually be retained for.

### Data protection principles

We will comply with data protection law and principles, which means that your data will be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purposes we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

### What is personal data?

Personal data is any information about you, and from which you could be identified. We maintain information about you in paper and electronic form, which is kept within the following departments; Human Resources, Accounts and IT.

### What information about you do we collect?

In connection with your application to work with us, we will collect, store, and use the following categories of personal information about you:

Category of Personal Data	Specific Personal Data
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Basic personal information and contact details	Name, address, date of birth, nationality, gender, work restrictions and marital status, telephone number and email addresses.
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Recruitment records	Application form, covering letter, employment history, skills/qualifications, professional membership information, Interview notes, Interview assessment/test results, right to work signed identity documentation, Work permit details, employment references received, employment references sent.
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Personnel records	medical condition/disability information, reasonable adjustment, criminal records/DBS data
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### **How is your information collected?**

We will collect this information in a variety of ways. Data will be collected from you through application forms; obtained from your passport or other identity documents such as your driving licence and through interviews and assessments.

We will also collect this information from:

- Disclosure and Barring Service in respect of criminal convictions.

- Your named referees, from whom we collect your employment history and, in the case of a personal reference, opinions about your suitability for the role.

### **Why do we need to collect and use your personal information?**

Whilst at this stage no contractual agreement exists between us and you, you have asked us to process your personal data with a view to entering into a contract with us. There is therefore a contractual need and, in some cases a legitimate interest, in processing candidate's personal data during the recruitment process which is to assess and confirm a candidate's suitability for employment, decide to whom to offer a job and manage the recruitment process.

It may also be necessary to process data from job applicants to comply with legal or regulatory requirements. For example, it is required to check a successful applicant's eligibility to work in the UK before employment starts.

### **How do we use particularly sensitive personal information?**

Some special categories of personal data, such as information about health or medical conditions, are processed to carry out employment law obligations (such as those in relation to employees with disabilities). We will use information about your disability status to consider whether we need to provide appropriate adjustments during the recruitment process, for example whether adjustments need to be made during an interview.

### **Information about Criminal Convictions**

For some roles, we are obliged to seek information about criminal convictions and offences. Where we seek this information, we do so because it is necessary for us to carry out our obligations and exercise specific rights in relation to employment.

### **Data Retention - How long will we use your information for?**

We will retain your personal information for a period of 12 months after we have communicated to you our decision about whether to appoint you. We retain your personal information for that period so that we can show, in the event of a legal claim, that we have not discriminated against candidates on prohibited grounds and that we have conducted the recruitment exercise in a fair and transparent way. After this period, we will securely destroy your personal information in accordance with our data retention policy.

If we wish to retain your personal information on file, on the basis that a further opportunity may arise in future and we may wish to consider you for that, we will contact you separately, seeking your explicit consent to retain your personal information for a fixed period on that basis.

### **Your rights as a Data Subject**

As a data subject, you have a number of rights. You can:

1. Access and obtain a copy of your data on request.

2. Require us to change incorrect or incomplete data we hold about you.
3. Require us to delete or stop processing your data where there is no good reason for us to continue to process it.
4. Object to the processing of your data where we are relying on a legitimate interest as the legal ground for processing.
5. Ask the organisation to stop processing data for a period if data is inaccurate or you want us to establish the reason for processing it.
6. Request the transfer of your personal information to another party.

If you would like to exercise any of these rights, please contact Gareth Sorsby or Si Johns on [office@ymcaexeter.org.uk](mailto:office@ymcaexeter.org.uk)

### **Who will have access to your information?**

Your information may be shared internally for the purposes of the recruitment exercise. This includes being shared with HR, the recruitment team, interviewers involved in the recruitment process, managers in the business area with a vacancy and IT staff if access to the data is necessary for the performance of their roles.

### **Who will we share your information with?**

The company will not share your data with third parties, unless your application for employment is successful and it makes you an offer of employment. We will then share your data with former employers to obtain references for you, employment background check providers to obtain necessary background checks and the Disclosure and Barring Service to obtain necessary criminal records checks.

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information in line with our policies. We do not allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

## **Data Security - How do we protect your data?**

We take the security of your data seriously. We have internal policies and controls in place to try to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by its employees in the performance of their duties.

We have put in place procedures to deal with any suspected data security breach and will notify you and any applicable regulator of a suspected breach where we are legally required to do so.

## **What if you do not provide any personal data?**

You are under no statutory or contractual obligation to provide data to the company during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

## **Responsibility for Data Protection**

The Company has appointed Si Johns and Gareth Sorsby as the Nominated Persons being responsible for data protection. They can be contacted at [ceos@ymcaexeter.org.uk](mailto:ceos@ymcaexeter.org.uk). If you believe that the organisation has not complied with your data protection rights, you can complain to the Information Commissioner.

## **Further Information**

If you have any questions about this privacy notice or how we handle your personal information, please contact the nominated persons responsible for data protection.