



Application Information Pack

Post: Engagement Worker – Early Help

Reference number: PS/EWEH/05

Thank you for enquiring about a vacancy at Positive Steps. This application pack has been designed to help you to provide the information we need in our selection process to assess your suitability for the role which you are applying for. You may also find it helpful to review our website www.positive-steps.org.uk

Detailed below is the recruitment timetable:

Recruitment Phase	Date	Selection Panel
Closing Date for Applications	Midday Monday 20 th May 2019	
Applicant Initial Selection	Wednesday 22 nd May 2019	TBC
Applicant Interview and Assessment	Thursday 30 th May 2019	TBC

Completed applications should be emailed to: hr@positive-steps.org.uk

N.B. Please do not send your application via file sharing sites (e.g. SkyDrive)

☎ 0161 621 9400 📠 0161 621 9401 📧 hr@positive-steps.org.uk If you have hearing or speech difficulties, and are a textphone user, you can call us direct in text using Tynetalk on 18001 0161 621 9400





OUR VISION & VALUES

OUR VISION - People and communities inspired to take control of their lives

OUR VALUES:

- **SUPPORTING POSITIVE STEPS** - We take responsibility for actively supporting Positive Steps and its values
- **WORKING THROUGH CHANGE** - We innovate and develop ways of working that make a difference to the people with who we work
- **ACHIEVING RESULTS** - We are collectively and individually accountable for our targets and work together to achieve them
- **WORKING TOGETHER** - We consult and involve colleagues, clients and partners in all that we do
- **THINKING THINGS THROUGH** - We reflect upon learning, using our knowledge and experience to create and develop new ways of working

TERMS OF EMPLOYMENT AND BENEFITS

This summary is for your general guidance and is not intended to form part of any contract of employment. As a new employee, you will be provided with a statement of your terms and conditions of employment, which will then become part of the contractual provisions of your employment.

Salary

All employees of Positive Steps are placed on a two-point salary scale (unless they are appointed as a trainee). New employees will be placed on the lower point. A probationary period of six months will follow appointment. A twelve month review and appraisal against a range of agreed personal targets will then determine progression through to the second point of the salary scale.

Salary is paid on the 15th of the month, unless that falls at a weekend or bank Holiday, in which case it will be paid on the last banking day before. Payment will be directly into a bank or building society account.

People-Friendly Policies

Positive Steps values its employees and provides a range of policies that allows its employees to balance work and family life. Examples of people friendly policies include:

- Flexitime Plus
- Part-time, job share, term-time only and compressed hours
- Time off for dependants
- Compassionate and special leave.



Annual Leave

The annual leave period is from 1st April to 31st March. The basic leave entitlement is:

- For 1 year to 4 years' service – 26 days
- For 5 years to 9 years' service – 28 days
- For over 10 years' service – 31 days.
- You are also entitled to eight Bank and Public Holidays per year.

Entitlements are calculated pro-rata for part-time employees (i.e. anyone working less than 36 hours per week).

The above leave entitlement includes three 'directed' days which may be required to be taken on dates nominated by the Chief Executive, for example, to cover shut down over holiday periods.

Smoking Policy

The Company operates a no-smoking policy.

Pension

Positive Steps offers membership of a pension scheme.

Probationary Period

The first six months of your employment will be "probationary". Your suitability for continued employment will be reviewed throughout this period and a performance review will be held at the end of the six months.

Sickness Provision

Your entitlements during any absence due to sickness or injury are:

- during your first year of continuous service one month's full pay and (after four months service) two months' half pay
- during your second year of continuous service two months' full pay and two months' half pay
- during your third year of continuous service four months' full pay and four months' half pay
- during your fourth and fifth years of continuous service five months' full pay and five months' half pay
- after five years continuous service six months full pay and six months half pay.

The rules relating to sickness, injury and sick pay are contained in the Company policy – Attendance and Absence Management; and may be amended from time to time. Your entitlement to payment is subject to those rules and also the notification of absence and production of medical certificates as set out in those rules.

The Company reserves the right to require you to attend a medical examination by a qualified practitioner either before or during employment. All relevant costs will be borne by the Company. You authorise the



qualified practitioner to disclose to and discuss with the Company's medical adviser, or other nominated officer of the Company, the full results of or any matter arising out of this examination. The Company shall keep all such information in accordance with the Medical Records Act 1988 and the Data Protection Act 1998.

Car User

If your post is designated as a "Casual Car User" or "Mileage User" you will need to ensure that your private motor insurance policy is comprehensive and permits the use of for the purposes of business use as the driver is personally liable for any incident, not Positive Steps.



Equal Opportunities and Diversity Statement

Positive Steps aspires to be an exemplary “Equality and Diversity Employer”.

All selection, recruitment, training and promotion processes are regularly examined to ensure that all individuals are treated on the basis of merit and ability.

No job applicant or existing employee is treated less favourably on the grounds of their gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion or belief, marital status, social class or other justifiable reason.

All employees are recruited, trained and promoted on the basis of ability, the skills requirement of the job and other relevant criteria.

Everyone involved in the recruitment process is trained in recruitment and selection and equality and diversity issues.

All employees are responsible for implementing our Equal Opportunities and Diversity Policy - it is important that everyone applying for employment with Positive Steps appreciates that they have an important role to play in the provision of equality and diversity.

Turning commitment into practice

Positive Steps team members believe that they are part of something special and worthwhile. We work with commitment and enthusiasm to make a real difference for our customers and stakeholders. We believe that, by broadly reflecting the community we serve, we are more likely to increase their confidence in us.

We therefore welcome applications from all sections of the community for appointments within the company. We encourage applications from groups who have been under-represented in the past. All decisions on recruitment will be based on an objective assessment of the ability to perform the duties of the job, as defined in the job description.

Individuals will be encouraged to develop their potential to make the maximum contribution to our objectives, goals, mission and values.

This means that all human resources policies and procedures will be administered in a non-discriminatory manner. We aim to create an environment free from harassment where the dignity of the individual is respected.

If you have any cause for concern or complaint you will be able to use a confidential grievance procedure.

Schemes to implement our commitment include:

- Flexitime Plus
- Career Break
- Job Share, part time working, term time only, annualised and compressed hours
- Compassionate and special leave



- Time off for dependants
- A policy to deal with harassment, bullying or victimisation
- A Whistle Blowing Policy
- A confidential and independent Employee Assistance Programme – providing welfare and counselling services
- Confidential feedback for job applicants
- Disability Symbol accreditation, including an interview guarantee for suitably qualified candidates.

All schemes are regularly monitored and reviewed

For more information please contact:

Human Resources
Positive Steps
Medtia Place
80 Union Street
Oldham
OL1 1DJ

Phone: 0161 621 9400
Fax: 0161 621 9401
Email: hr@positive-steps.org.uk

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Policy Statement on the Recruitment of Ex-offenders

Background

All individuals and organisations using the Disclosure and Barring Service (DBS) to help assess the suitability of applicants, for positions of trust and who are recipients of Disclosure information are required to comply fully with the DBS Code of Practice. Amongst other things, this requires them to treat all applicants for positions who have a Criminal Record fairly and not to discriminate unfairly against the subject of a Disclosure on the basis of conviction or other information received. It also requires them to have a written Policy Statement on the recruitment of such individuals, which can be provided to all applicants for positions where a Disclosure is requested and to ensure that a body or individuals at whose request applications are received are countersigned has such a written Policy Statement. The following is the Positive Steps Policy Statement:

1. As an organisation using the DBS service to assess applicants' suitability for positions of trust, Positive Steps 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.
2. However, as a provider of direct community services, Positive Steps is also committed to the protection of young people and vulnerable adults.
3. Positive Steps is committed to the fair treatment of its employees, potential employees or users of its services, regardless of their gender, race, ethnic origin, disability, age, nationality, national origin, sexual orientation, religion or belief, marital status, social class or any other justifiable reason.
4. We have a written policy of the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
5. We actively promote equality of opportunity for all with the right mix of talents, skills and potential and welcome applications for a wide range of candidates, including those with criminal records.
6. We select candidates for interview based on their skills, qualifications and experience.
7. A Disclosure is only requested after a thorough risk assessment has indicated that one is proportionate and relevant to the position concerned. For those positions where a DBS Disclosure is required, applications forms, application packs and advertisements will identify that a Disclosure will be requested in the event of the individual being offered the position.
8. 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 cover, to the Human Resources Manager of Positive Steps Oldham, we guarantee that this information is only seen by those who need to see it as part of the recruitment process.



9. We ensure that all those in Positive Steps who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences, or have access to those who have. 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.
10. 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.
11. Positive Steps complies with the DBS Code of Practice, which is intended to ensure that information released in Standard and Enhanced Disclosure is used fairly. In telling you this we are making every subject of a DBS Disclosure aware of the existence of the DBS Code of Practice and will make a copy available on request.
12. We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment. Having a criminal record will not necessarily bar you from working with Positive Steps. This will depend on the nature of the position and the circumstances and background of your offences.



Child Protection Policy Statement

The following Policy Statement was agreed by Positive Steps on 2nd December 2005:

- As an organisation we are committed to the nurturing, protection and safeguarding of children and young people
- We are committed to supporting parents and families
- We recognise that child protection is everybody's responsibility
- We are committed to following the agreed procedures and following statutory and specialist guidelines
- We will support those in the organisation affected by abuse
- We will endeavour to keep up to date with national and local developments relating to children and young people
- We will review this policy statement and the full child protection policy annually
- The organisation is represented on and adheres to the terms of reference, guidance and policy of the Local Safeguarding Children's Board.

If you have any concerns for a child or in relation to any child protection matter then speak to one of the designated child protection coordinators, names can be found in the full policy document.

Signed:

Date: 01 April 2015

Steph Bolshaw, Chief Executive



Guidance on Completing the Application for Employment

General Guidance

These notes are to provide you with guidance on completing your application form.

- It is important that the information you provide is correct. Make sure that you check the dates and details of qualifications and previous employment. If you provide false information or deliberately omit any relevant facts it will disqualify your application or, if discovered after appointment, may be grounds for dismissal.
- Please read the following, carefully, before completing your application form. The information below will explain each section of the application form and help you to complete your application more effectively.

With your application form, you will also have received:

A Job Description containing details about the job, listing all the main tasks and duties which the post-holder will be required to undertake. This is about what you will do if you are successful.

A Person Specification outlining the skills, knowledge and experience a person must possess to carry out the duties of the job description. We use a competency-based framework which outlines both the essential criteria, and where appropriate, the desirable criteria too.

The decision to invite you for interview and assessment will be based entirely on the information you provide on your application form. Therefore it is extremely important to provide, on the application form, clear and relevant examples of the skills, knowledge and experience that you possess which relate to the points on the person specification **in the order in which they appear**.

We would advise you, strongly, not to copy the same application form for different jobs as the requirements will vary between posts.

Please note that Curriculum Vitae will not be normally accepted.

However, if as a result of any disability, you have difficulty in completing the application form you may submit a CV in a text or audio tape form. Please note:

- On your CV use the key heading from the application form in the same order.
- Ensure that the Applicant Reference Number (if available) and Job Reference Number are contained on **ALL** sheets.
- The Personal Details Section and Equal Opportunities Monitoring Section must be capable of separation from the rest of the CV and each other.
- Applicants **must transfer** the Data Protection and Declaration Statements to their CV.
- The same conditions relating to honest and complete information supplied via an application form will also apply to the CV of the successful candidate.



Normally we will only accept an electronic application form and this will be emailed to you. When completing the form, the font used should be **11 point ARIAL**. If you attach any 'additional sheets' to support your application, please include your Applicant Reference Number – **DO NOT include your name or any other personal identifiers**.

In **exceptional circumstances** where you do not have access to a computer, email or the Internet, you may complete the form in writing. Please ensure that your application is legible and completed in black ink. *Please ensure any additional sheets attached are A4 size and either stapled once or paper clipped to your application form.*

Application Form Overview

Personal Information and Equal Opportunities Information

Please note that this section will be separated from the main application form and will not be seen by the selection panel.

Provide your full name, title, address, postcode and telephone number(s) where we are able to contact you throughout the day. If you do not wish us to contact you at work, please ensure you indicate an alternative number where a message can be left.

Please ensure you provide a valid email address as we may use this to contact you if you are invited for interview.

General Details

Complete this information using the job description and advertisement details for the post applied for.

Current or most recent employer

If you are currently employed, provide details of your present post. If you are not working at present, identify your last employer and when you **ceased** employment with specific date(s).

Previous Employment

List any posts held since leaving full-time education including full, part-time, voluntary or unpaid work with details of start and finish dates. Please also give details of periods of time when not in employment.

Education & Qualifications

Provide details of any qualifications achieved beginning with your secondary school education.

Successful candidates will need to produce original certificates / qualifications prior to an offer of employment being confirmed.

Current Membership of Professional Organisations



Please provide details of any professional organisations where you are currently a member.

Details of any Relevant Training and Development

Detail any relevant training and development relating to your past employment or your present job which you have either attended or are completing at present.

Suitability for the Job

You should be aware that the “Suitability for the Job” section of the application form is **the most important tool** for the selection panel. Carefully read the Person Specification requirements and, in **no more than the number of words specified on the application form**, explain why you are suitable for this post. You should address each of the relevant essential / desirable requirements listed, giving evidence of your skills, experience and knowledge in each area.

This section gives you the opportunity to describe how you can match your experience, attributes, knowledge, skills etc. to the requirements of the job.

For each criterion, you should aim to give evidence of:

- ✓ the nature of the problem, task or objective
- ✓ exactly what **YOU** did and when
- ✓ the outcome or results of your actions and the extent to which the problem was solved, the task achieved or objective met
- ✓ how much of the outcome was directly attributable to **YOU** and with hindsight, would you have done things differently?

Notes for completion

- ✓ You can draw on achievements which have resulted through things you have done in any kind of setting, for example, paid employment, voluntary work, at school or college, or in connection with your hobbies or interests.
- ✓ For each section you should focus on a specific one-off incident, or the results of sustained effort over a period of time.
- ✓ Please give examples that are recent, preferably within the past two years.
- ✓ If you use more than 750 words, we will only consider the first 750 words when assessing your application.

Additional Information

- ✓ Please complete this section of the form fully.

In addition, please note:

Rehabilitation of Offenders Act 1974 - All posts within Positive Steps Oldham are exempt from the Rehabilitation of Offenders Act 1974. You are required to declare any pending prosecutions or convictions you may have, even if they would otherwise be regarded as “spent” under the Act. You must also declare any cautions or bind-overs.



If you have been convicted or cautioned you may still be eligible for appointment depending on the nature and circumstances of the offence. However, failure to disclose details will result in your application being rejected and if appointed, may lead to dismissal.

For further information, please refer to the enclosed policy statement on the recruitment of ex-offenders.

Safer Recruitment and Selection - As the post which you are applying for provides substantial direct / indirect access to young people / vulnerable adults, your appointment will be subject to rigorous vetting processes including checks by the Disclosure and Barring Service and other relevant bodies.

With the successful applicant we will apply for an **Enhanced Disclosure** via the DBS to check for convictions or cautions prior to your employment.

If you are registered with the DBS update service we request to see a copy of your Disclosure certificate and with your permission, will check its status online

Asylum and Immigration Act 1996 – For any new employee, we are required by law to check whether you are entitled to work in the United Kingdom and therefore will require you to produce relevant documentation before employment is confirmed.

References

Please give names and addresses of **two** references, not related to you, who are willing and able to provide up-to-date information on your qualifications, experience and skills. One of these **must be** your current or most recent employer, a referee related to relevant voluntary or community work or, if appropriate, your head teacher or lecturer/tutor from your last school or college or university.

Remember, unless indicated, references may be requested before interview and assessment. Please indicate, if you do not wish us to ask for references until **after** the interview / assessment stage.

Data Protection Act 1998

Positive Steps Oldham will process the information provided on this form for the purpose of personnel administration, including pay and pensions. It will only be disclosed outside of Positive Steps to organisations that are under contract to process data in these areas. Any information provided on the Equal Opportunities Monitoring Section will only be used for statistical purposes and you will not be identifiable from this process.

Declaration

Finally, you should sign the declaration and return your completed form by the closing date.

Positive Steps will only contact candidates who have been shortlisted for interview / assessment. This would normally be within fourteen days following the applicant initial selection date and will usually be by email.

Some final points to bear in mind



- Your form should be neat, tidy, free from spelling errors and completed electronically. Only in exceptional circumstances will written forms be accepted and if so, then they should be completed in **black ink**.
- Do not submit a Curriculum Vita, unless you have a disability which prevents you from completing the form. If this is the case, please refer to the 'General Guidance' section of the Application Pack which relates to 'Guidance on Completing the Application Form'.
- Your form should be completed in a concise, well-organised and positive way.
- Do a rough draft first as this avoids mistakes and allows you to organise your application properly.
- Make sure you do not exceed the word limit.
- Ensure your application form is received by the closing date. If it is received after this date, it will not be considered.
- Keep a copy of your application form so that you can refresh your memory before interview and assessment (if selected).
- Complete all sections fully. Failure to do so may result in your application not being considered.
- You **must not** canvass (ask for help or favours) Positive Steps' directors or employees in order to help your application or to give you an unfair advantage. If it becomes clear that you have canvassed then your application will not be considered. If evidence comes to light after you have been appointed you will face disciplinary action and possibly dismissal.
- Please ensure you provide a valid email address for any future correspondence from us as we may use this to contact you if you are invited for interview.

Email your completed application form in confidence to:

hr@positive-steps.org.uk


Or post to:


The Recruitment Team
Positive Steps
Medtia Place
80 Union Street
Oldham
Lancashire
OL1 1DJ


(please remember to quote the job reference number on the email / envelope)



- **If you need to contact us:**

 0161 621 9400

 0161 621 9401

 hr@positive-steps.org.uk

If you have hearing or speech difficulties, and are a textphone user, you can call us direct in text using Typetalk on 18001 0161 621 9400

Please remember to:

- **ask for a Recruitment Team Adviser; and to quote;**
- **the job reference number**

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