



Date as Postmark

Sally Frost

Business Services Administrator

Direct: 01252 346113

Email: recruitment@stepbystep.org.uk

Dear Applicant

Thank you for your interest in working for Step by Step.

I have pleasure in enclosing an information pack, which includes:

- ✓ Organisational Information
- ✓ Job Description / Person Specification
- ✓ Guidance Notes
- ✓ Application Form

The completed application form should be returned to the Business Services Department, via email to recruitment@stepbystep.org.uk or at the address below.

If you are an applicant with a disability and/or you have any specific needs or particular queries you would like to discuss before making your application, please contact the Business Services Department on 01252 346113 or via email to recruitment@stepbystep.org.uk.

You should be aware that Step by Step undertakes checks for all new staff with the Criminal Records Bureau (CRB) and as such, if you were offered this position, it would be subject to an enhanced Criminal Record Bureau check.

I look forward to receiving your completed application.

Yours sincerely

Sally Frost
Business Services Administrator



Background

Step by Step was established in 1992 as the Blackwater Valley Accommodation Project, in 1997 we became Emmaus Projects and moved on to become Step by Step in 2007. From our inception, we have been committed to supporting young people aged 16 – 25 who are homeless or facing adversity, empowering them to improve their life chances.

Our clients

Many of our clients come to us because they are homeless or are at risk of being homeless. This often brings with it complex issues some of which are detailed below:

- 70% have left school with little or no qualifications, of which, 60% have under performed compared with their ability, 30% have some degree of mild learning difficulty including dyslexia and 5 % have severe learning difficulties.
- 64% have misused drugs or alcohol.
- Over 40% have been involved in offending or anti social behaviour, typically stemming from their drug or alcohol habits and peer pressure.
- Over 95% of new residents are unemployed on arrival; many have debts and are unable to manage a personal budget.
- Many are depressed, lonely and lack self confidence following a breakdown in relations with their families or support group. A few self harm and there are small numbers of clients with clinical depression or other mental health problems.
- Physical health is often poor as a result of bad diet and hygiene, substance abuse and self neglect.
- 50% are aged under 18.

Our Services

The charity supports its clients through individual key working and advice sessions with an experienced member of staff as well as offering tailored support programmes to groups in our training schemes. These support programmes link in to our structured accommodation which provides a clear pathway in four stages from high support to independence as follows:

- ✓ **Step 1** is for clients who require immediate accommodation and support and offers stays of up to 13 weeks. Clients are individually supported with weekly or sometimes twice weekly key working sessions. These sessions offer individually tailored information, advice and guidance on a range of issues. To further enhance the accommodation and key working provided, Step by Step offers Step 1 training and development programmes including First Steps which aims to help young people gain basic skills and knowledge in areas such as cooking, budgeting, healthy living, registering with local services and dealing with personal issues.
- ✓ **Step 2** offers clients a chance to move on from Stage 1 and offers stays of 12 months or more, encouraging further independence. Regular key working sessions are still offered and individual support given as required. Training sessions for Step 2 offer more tailored support to tackle behaviour and choice issues such as anger management, relationships and health and fitness. In addition, we run an employment and education programme which progresses young people on to education, employment or training.
- ✓ **Steps 3 & 4** offers independent living accommodation within the community where support can be accessed as required. Clients meet with a key worker monthly, but more regular sessions are available as required. Training and support is offered in managing a tenancy, budget management and offers skills required to successfully manage and maintain independent living.

Step by Step has long recognised that our clients often have individual support needs and for this reason we work in partnership with local agencies to provide enhanced services which young people benefit from. These include:



- ✓ **Youth AIMS** is a service offering Advice, Information, Mediation and Support to young people on a range of issues Including employment, education and training, benefits, accommodation and housing, health services, family and relationships an many other issue. The service is offered in partnership with Hampshire County Council and Rushmoor Borough Council.
- ✓ **D'n'A** is a drug and alcohol support service offered in partnership with Surrey and Borders Partnership NHS Trust. The service provides a wide range of services to young people with housing needs to help reduce the problems caused by, or associated with drug and/or alcohol use.
- ✓ **Supportive Lodgings** works in partnership with a range of local authorities to offer accommodation with suitably vetted local families in the community for young people leaving care or who may be better suited in a family environment.

Training Services are offered to support clients in their development and progression and offer:

- ✓ **CyberShed** is an IT suite with 12 PC's, printers and other media equipment for exclusive use by clients. It enables them to use the facilities to build their IT skills, apply for education and employment opportunities, keep in touch with friends and family and have access to the internet.
- ✓ **Education & Employment (E & E)** offers clients a chance to access a supportive programme aimed at finding work or training or starting a college course. Individuals are helped with such topics as building a CV, completing a job application, interview skills, self employment, volunteering and many other areas.
- ✓ **Peer Education** is a programme which enables young people to share their stories and experiences of with their peer group, giving other young people an insight into the issues related to homelessness from those who have experienced it first hand. This programme enables Step by Step clients to build skills in areas such as presentations, team work and public speaking as well as build confidence and self esteem.
- ✓ **Daylight Designs** offers young people an opportunity to develop business skills and a work ethic by using their artistic talents. Clients can participate in making jewellery, birthday or Christmas cards, collages and other crafts.
- ✓ **Other training & development programmes** which include such topics as
 - Anger Management
 - Drug and Alcohol Awareness
 - Budgeting and money management
 - First Steps – as described above.

Our Mission

To empower homeless people and those facing adversity to achieve their full potential

Our Vision

To become a leading organisation which sets a standard for excellence and continually develops to meet the needs of homeless people and those facing adversity.

Our Values

- ✓ Openness & Trust
- ✓ Courage
- ✓ Teamwork
- ✓ High standards
- ✓ Responsibility & Accountability



Application and the Recruitment Process – Guidance Notes

Thank you for your interest in our vacancy

This information pack contains an application form, an equal opportunities monitoring form, a job description, a person specification and some details about the organisation. These guidance notes are designed to assist you with your application and to explain the process that we will use to select the most suitable applicant for the post.

1. Please read the job information very carefully before completing the form

The job description lists the main duties of the post and the person specification identifies the skills, experience and, if relevant, the qualifications we are looking for.

2. Completing the Application Form

Step by Step Partnership Ltd is committed to being an Equal Opportunities employer and requires the same range of information for all applicants to be submitted on an organisational Application Form. Should you require the forms or any other information in an alternative format, please let us know.

Please do not send in either a CV or written testimonials as they will not be taken into consideration and will not be forwarded to those who will be selecting candidates for interview. Please do include your name on any supplementary sheets, but ensure that the supporting papers are securely fastened to your application form.

3. Addressing the Selection Criteria

Please think carefully about why you would like this job and what experience and skills you have to offer. These may have been gained through previous employment (either paid or unpaid), a course of study or through general life experience. It is extremely important that you address the requirements as listed in the person specification and show how you are able to satisfy each of the criteria.

Please remember that it is not sufficient to repeat what the person specification lists – you must show how you meet each requirement (for example, this may involve describing a situation where you have successfully employed a required skill).

We are unable to make assumptions about your knowledge, skills or experience and the information that you provide will be the only basis upon which we can decide whether or not you will be shortlisted for an interview.

4. Returning the Application Form

Please ensure that all sections of the application form are fully completed and that you have signed the declaration at the end of the application form. Should you require additional space, you are welcome to use additional sheets of A4 up to a maximum of two sheets.

The completed form should be returned to us via email to recruitment@stepbystep.org.uk or posted to: Step by Step Partnership Ltd, 36 Crimea Road, Aldershot, Hants, GU11 1UD. The form should arrive by 5 p.m. on the closing date. Any forms that arrive after this deadline will not normally be considered for shortlisting. Should you have any difficulties completing the form, require any additional information or any details in an alternative format, please contact a member of the Business Services Department on 01252 346113.

5. Short listing and Interviews

After the closing date the application forms are read carefully. Those people who, in the opinion of the selection panel, best meet the requirements of the Person Specification will be invited to an interview. Although we would like to be able to inform all applicants of the outcome of their application, as a charity we are mindful of the additional costs this would incur. Therefore, if you have not been contacted within three weeks of the closing date, please assume that on this occasion your application has not been successful.

We hope you are successful in your application. However, if you are not, please do not be discouraged from applying for other posts that may arise within the organisation.



All information you supply will be treated confidentially.

Please complete this form clearly using black ink or type. A Curriculum Vitae is not an acceptable alternative; further information in support of your application may be provided on two separate sheets. The decision to invite you for the interview will be based on the information you provide in the application form & you may not be short-listed if you do not complete the form correctly.

Application forms received after the closing date will not usually be considered.

Post Applying For:

Closing Date:

PERSONAL/CONTACT DETAILS

Last Name:

Title:

Forename (s):

Correspondence Address:

Post Code:

Home Telephone ()

Mobile:

Work Telephone ()

Email

Can we contact you at your daytime/work telephone number: Yes No

Are you free to remain and take up work in the United Kingdom with no current immigration restrictions? Yes No

If relevant to the post applied for, do you hold a full driving licence valid in the United Kingdom?

Yes No

NI Number:

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Are you related to any staff, board member or client of Step by Step Partnership Ltd? Yes No

If yes, please give details:

Have you or any of your family have been a client of Step by Step Partnership Ltd: Yes No

If yes, please give details including dates:

From (date)	To (date)	Employer Details (Name & Address)	Job title and main responsibilities	Reason for leaving

Please continue on a separate sheet if necessary

3. TRAINING & PROFESSIONAL DEVELOPMENT

Please give details of any professional development and training completed (including grades/qualifications gained, membership of professional bodies and registration/PIN numbers and type of study (i.e. Full or Part time)

Location where training took place or with which body.	Training or Professional Development undertaken.	Date(s)

Please continue on a separate sheet if necessary



3. APPLICATION DETAILS

Supporting statement of application. Please describe your suitability for the post with particular reference to the criteria in the Person Specification. Include all relevant skills, knowledge and experience (including paid, un-paid work experience and time spent in caring responsibilities at home) and the reasons why you wish to work for Step by Step.

Please continue on a separate sheet if necessary



4. DISCLOSURE OF CONVICTIONS STATEMENT

You will appreciate that Step by Step Partnership Ltd, being responsible for the provision of services to people who may be considered vulnerable children and adults in the eyes of the law, and we must be particularly careful to enquire into the background of applicants for posts which involve working with these vulnerable groups.

This post is subject to receipt of a satisfactory Enhanced Disclosure from the Criminal Records Bureau.

Please Note. The information you give will be treated in confidence, only taken into account in relation to this particular application and destroyed if you are not successful. The disclosure of a criminal record will not necessarily debar you from appointment unless the Chief Executive or Senior Manager considers that the conviction renders you unsuitable for appointment. Please refer to Step by Steps Policy on the Recruitment of Ex-offenders for further information.

Please complete and sign the declaration below.

I have no convictions/cautions to declare

I have convictions/cautions to declare and have detailed these below

Details of Convictions and/or cautions to be declared:

Date	Details

Please continue on a separate sheet if necessary

Declaration. *(Please note we cannot consider your application without this declaration being completed and signed – if you are completing this form online, your name, typed into the signature section applies as your electronic signature)*

I confirm that the information I have submitted in this form and on any additional sheets is correct and complete.

I understand that, if successful, it will be treated as the basis of my contract of employment and that any misleading statement may be sufficient grounds for dismissal or for cancelling any offer of employment made.

As part of this application I give Step by Step Partnership Ltd permission to collect, retain and process information about me, such as age, gender and ethnic origin. This information will only be used to allow the organisation to monitor compliance with the law and best practice in terms of equal opportunity and non-discrimination.

Signature:

Date:

Print Name:



Step by Step Partnership Ltd is committed to ensuring that every stage of its recruitment and selection process is fair and that everyone is treated equally and helpfully, even if not appointed. If you think that you have been treated unfairly in some way please contact the Business Services Department and your complaint will be investigated fully. A summary of our Diversity & Equal Opportunities Policy in relation to recruitment and employment is included below.

Step by Step Partnership Ltd is committed to monitoring and reviewing its selection criteria and procedures on a regular basis, in order to ensure that individuals are selected, employed and treated fairly and equally during recruitment and are employed according to their job related skills and abilities. All employees undertake training in equal opportunities as provided by the organisation, and where appropriate special training is given.

In practice this means that:

- ✓ No applicant, employee or volunteer shall be placed at a disadvantage by requirements or conditions that are unnecessary for that level or type of work.
- ✓ No applicant, employee or volunteer, who is able to meet the requirements and conditions necessary for that level or type of work, shall receive less favourable treatment than any other on the grounds of age, disability, gender reassignment, race, ethnic origin, religion or belief, sex, sexual orientation, marital status and pregnancy or maternity.
- ✓ Employees or volunteers are provided with additional training and support, as identified through the appraisal system, to achieve equality of opportunity within the organisation.
- ✓ All applicants for jobs will be monitored regarding age, ethnic origin and gender, and the progress of employees within the organisation reviewed.

This policy will cover the following areas:

- ✓ Recruitment of new staff and volunteers.
- ✓ Transfer and promotion of existing staff and volunteers.
- ✓ Conditions of service of existing staff and volunteers.

The Business Services Department, Step by Step Partnership Ltd, 36 Crimea Road, Aldershot, Hants GU11 1UD

Checklist

- Have you attached any additional A4 sheets used (maximum of 2)?
- Have you signed the declaration at the end of the Application form?

The form should then be returned to:

recruitment@stepbystep.org.uk or

The Business Services Department, Step by Step Partnership Ltd, 36 Crimea Road, Aldershot, Hants GU11 1UD

