

## Application Pack

Summer 2022

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# Welcome from our CEO

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Dear applicant

Thank you for your interest in working for YMCA DownsLink Group (DLG).

Our success very much depends on the work and support of our staff and our volunteers. People are the most important asset we have – they are the ones who make a difference!

We are a vision led charity believing that young people should be able to belong, contribute and thrive in the communities in which they live.

This is also a vision for our staff who, through working with the YMCA, should feel they belong, they can contribute, and they can thrive during their period of employment with us.

Our vision is underpinned by our values of ***we welcome all, we support, we inspire, and we speak out.***

I hope that you are inspired to read on and find out more about what we do, and how your skills and experience can contribute to our work to transform young people's lives.

**Chas Walker, Chief Executive**



# About Us

## YMCA Movement

The largest and oldest youth charity in the world. From its humble beginnings in the City of London in 1844, the YMCA has grown to become a worldwide movement reaching over 55 million members in 119 countries.

## YMCA England and Wales

A federation of over 112 local independent, self-governing YMCA Associations. YMCA England & Wales supports and facilitates the work of the Federation by promoting high standards of working and sharing best practice.

## YMCA DownsLink Group (DLG)

Our 450 staff and 200 volunteers work across a range of services.

Our supported accommodation services provide a home to 760 young people every night. Our accommodation includes 24 hour staffed services, projects which have daytime support staff, transitional housing schemes with visiting support, and, 'Move On' accommodation for more permanent, independent living.

We reach a further 10,000 young people and their families through our therapeutic services, such as counselling in schools, e-wellbeing, support and advice in Youth Advice Centres, mediation, and youth work.

## Our vision, mission, and values



### Our Vision

Transforming communities, so all young people can belong, contribute & thrive.\*



### Our Mission

We stand together with children and young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community.

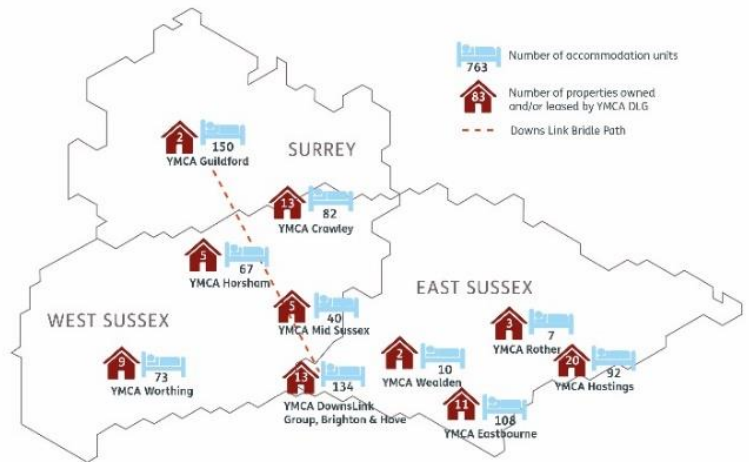


### Our Values

We welcome all  
We support  
We inspire  
We speak out

\* This reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation.

To work at YMCA DLG, you do not need to share the Christian faith basis of the organisation but be sympathetic and open to our values.



Find out more about the impact of our work [here](#). And about **our Trustees** [here](#) and **our leadership team** [here](#). To see our latest **Annual Report & Accounts 2020/21**, click [here](#).



# Why work for us

## Our benefits

### Health & Wellbeing

Employee Assistance Programme  
Health & Wellbeing Cash Plan  
Flexible/hybrid working (for some roles)

### Financial

Pension 3% employer / 4% employee contribution  
Life Assurance (x2 annual salary)  
Cycle to Work scheme  
Exclusive discounts on top brands

### Holiday

27 days holiday per annum (full-time hours)  
plus 8 bank holidays  
Pro rated for part-time

### Learning & Development

We provide an extensive programme of formal learning opportunities, supported by an organisation-wide culture of learning.

### Reflective Practice

As part of our commitment to being a Trauma-Informed organisation, all frontline staff have access to regular group Reflective Practice Supervision and for therapeutic roles, we offer clinical supervision.

### Chaplaincy

Our chaplains offer independent support to residents and staff of all faiths, and those that have no faith.

## Developing our people

As an organisation, our purpose is to support young people to belong, contribute and thrive, and it shouldn't be any different when it comes to our own colleagues. The Learning and Development Team at YMCA DLG provide a wide variety of formal learning opportunities but learning here is more than just training courses.

We are committed to everyone completing the mandatory training required for their role and providing colleagues with guidance on the Learning and Development opportunities available to them to aid development in current posts and career progression if desired. Our Learning Hub has access to a range of learning resources across the following areas:



Trauma  
Informed Care



Health &  
Safety



Safeguarding



Suicide  
Prevention



Management  
Development



Software &  
Systems



Support  
Interventions



More Than a  
Room



Therapeutic  
Resources



Diversity and  
Inclusion

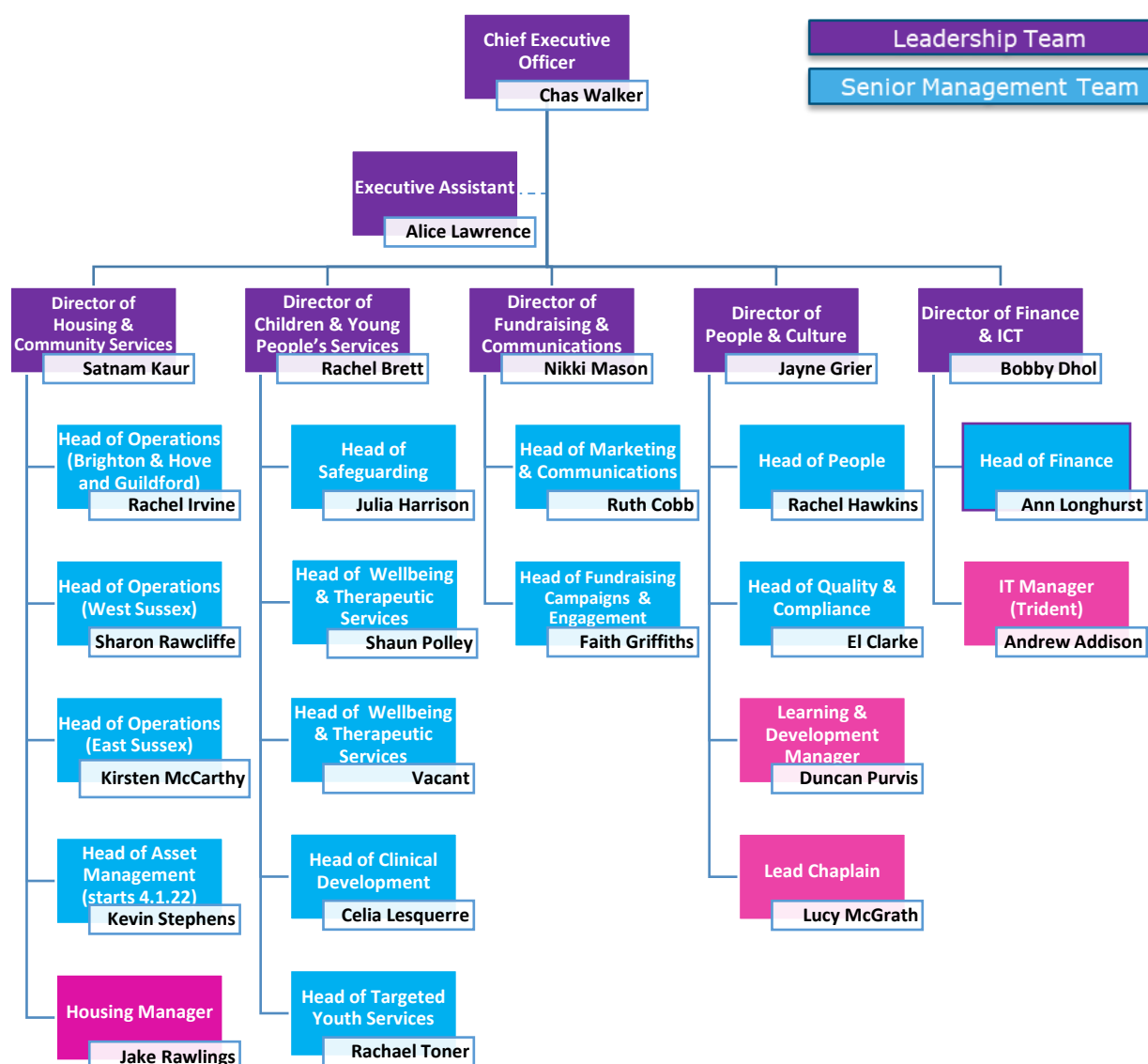
## Reflective practice supervision

YMCA DLG is committed to being a Trauma-Informed Organisation, recognising the high prevalence of trauma in homeless or at-risk children and young people.

All employees working directly with clients have access to regular group Reflective Practice Supervision. These sessions are designed to enable our staff to remain mentally and emotionally well enough to continue to carry out their challenging roles effectively. They allow time to process the emotional impact of situations they see, hear and experience, support them to maintain their emotional resilience and to maintain professional boundaries and independence.

For therapeutic roles, we also offer access to clinical supervision where employees can utilise the knowledge and experience of their supervisor to improve their own clinical performance.

## Organisational Structure



# Completing the Application Form

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- ▶ To apply online, click on the 'Apply' button, fill out the application and attach your CV.
- ▶ The application will be saved at each step if you would like to save and come back to the application later.
- ▶ If you cannot fill the form online, please get in touch with our Recruitment team at [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org) to request an application form in Word Format. Alternative formats are available on request (e.g. Dyslexia friendly font).
- ▶ Please read through the application pack and job profile in full before submitting your form. Make sure to provide demonstratable evidence that you meet all essential criteria provided in the job profile – this can include transferable skills.
- ▶ Please note that an offer is made subject to receiving two employment references and in some cases a validated DBS check.

## Diversity and Inclusion

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- ▶ Here at YMCA DLG, we are committed to equity, diversity, and inclusion. We want to be an organisation that is representative of the communities we serve, which is why we strive for diversity of age, gender identity, sexual orientation, physical or mental ability, ethnicity, and perspective. More importantly, creating an environment where everyone, from any background, can be themselves and do the best work of their lives is the right thing to do.
- ▶ To help us achieve this, we aim to make our recruitment process as fair as it can be. We also offer support to candidates to make sure no one loses out on a role because of their disability. If you need help to apply, or at the interview, just let us know.
- ▶ We will ask you to complete a Diversity and Inclusion Form when applying. The information does not form part of the selection procedure; it is solely for monitoring purposes in accordance with equality legislation. If you do not wish to disclose any information, select "prefer not to say" when completing the form. It is not seen by the hiring manager nor used as part of the selection process. Data will be analysed and presented in statistical format with no personal identifying details.

## Privacy

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- ▶ YMCA DLG collects personal data relating to job applicants as part of our recruitment process. We are committed to protecting the personal details that we process.
- ▶ We will also collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks, where appropriate. We only seek information from third parties when a job offer has been made to you.
- ▶ We store your personal data in a range of different places, including on your application record, in HR management systems and on other IT systems (including email).
- ▶ For more information, see our [Privacy Policy](#).

# Interview Guidance

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- ▶ For some roles, the expected interview dates can be found on the Job Advert for the role. Please try and keep some time free on these days to interview.
- ▶ Look through this job pack and our [website](#) in preparation for your interview. We believe passionately about the work we do and seek people who feel the same.
- ▶ Make sure you have the application pack to hand ahead of time and confirm attendance with the Recruitment team.
- ▶ At YMCA DownsLink we are very proud of our values and are keen to find out what values are important to you. It is likely that we will discuss this at your interview and ask that you prepare accordingly.
- ▶ We will sometimes include competency-based questions at your interview. To prepare, think about scenarios where you have shown key skills related to the job description that you can use in an interview. A good way to approach answering competency-based questions is using the STAR method:
  - ▶ **Situation** Set the scene and provide details of your example.
  - ▶ **Task** Explain what your responsibility was in this situation.
  - ▶ **Actions** Explain in detail what you took to address the issue.
  - ▶ **Result** What changed because of you? What would you perhaps do differently in the future?
- ▶ Interviews will be conducted by a small panel from the relevant team. This will include the line-manager for the role.
- ▶ For some roles there will be two stages to the interview process before an offer is made. These will likely consist of a first stage virtual interview with managers and a second stage interview where you will be able to visit the project (if applicable) or meet relevant team members. There may also be opportunities to meet the wider team and the Head of Service, or Director. Please note that the interview structures may vary from role to role.
- ▶ You may be asked to attend your initial interview via Zoom or MS Teams.
- ▶ Find a private, well-lit space, with a good internet connection, to ensure the interview runs as smoothly as possible. Check your connection, microphone, camera in advance.
- ▶ We recommend that you log-in to the Zoom or MS Teams link at least 5 minutes before the start of the interview so that the panel can make the most of your allotted interview time.

# FAQs

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## ► **When can I expect to hear back from an application?**

If you do not hear back from us within 4 weeks of the closing date, you can assume that you have not been successful this time. If you are shortlisted, you will be contacted by either the hiring lead or a member of the Recruitment team to arrange an interview.

## ► **Can you provide feedback on my application?**

Due to demands on the hiring leads time, they cannot reply to every applicant. However, they will provide specific feedback to any candidates who interview but are unsuccessful.

## ► **Who sees my application?**

Your application will be initially reviewed by the hiring lead, they will then shortlist with other panel members. Only the Recruitment team has access to the completed Diversity and Inclusion forms.

## ► **How long will you keep my application form?**

In accordance with GDPR guidelines, your application form will be destroyed within 6 months of submission of your application. If you wish to have your information removed prior to this, please contact our recruitment team by emailing [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org).

## ► **I have missed the deadline for the role can I still apply?**

In some circumstances we may be able to accept late applications at the hiring leads discretion. This is usually within 48 hours of closure; contact our recruitment team by emailing [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org) if you want to submit a late application.

## ► **Will I get a copy of my online application once I've completed it?**

Yes, you will get a copy of your application sent through to the email you provided on your application form.

## ► **I have made a mistake on my online application form; how can I fix it?**

Once your online application has been submitted, it can't be amended. If the role is still open, you can resubmit a new application or you can email [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org) with the details, your email will be uploaded to your application.

## ► **I need some more information on the role before applying, how can I get this?**

If you have further questions having read the job advert, job profile and application pack, you can reach out to the hiring lead, their contact email can be found on the job advert or email [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org).

## ► **I do not meet all the criteria, should I still apply?**

Yes! Do apply, even if you do not meet all points of the criteria. It is good to consider what transferable experience you have that might be applicable. We know that there are great candidates who will not fit everything we have described in the job profile or who have important skills that have not been mentioned.

We offer wide learning & development opportunities, and it may be possible to get specific training, or support with learning on the job. However, if there are essential criteria for the role, such as having a driving licence and access to a car, we will be unable to consider you without these – please contact the Recruitment Team if you have any questions.



# Policy on the recruitment of ex-offenders

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YMCA DLG actively promotes equality of opportunity for all, and applications are welcome from a wide range of candidates.

We undertake not to discriminate unfairly against any applicant because of a criminal record or other information revealed. Criminal records and other information will be considered for recruitment purposes only when they are relevant.

We select all candidates for interview based on their skills, qualifications, and experience. We ask all applicants called for interview to provide details of their criminal record. Depending on the nature of the position applied for, YMCA DLG may request details of your entire criminal record or only of 'unspent' convictions as defined in the Rehabilitation of Offenders Act 1974.

We request that this information is sent under separate, confidential cover to a designated person within YMCA DLG and we guarantee that this information is only seen by those who need to see it as part of the recruitment process. We would point out that for the successful candidate, this information will be verified by requesting a Disclosure statement from the Disclosure and Barring Service before the appointment is confirmed.

Failure to reveal information that is relevant to the position sought could lead to withdrawal of an offer of employment or subsequent dismissal.

We ensure that all those in YMCA DLG 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.

At interview, or in a separate discussion, we ensure that an open and measured discussion takes place about any offences or other matters that might be relevant to the position.

For those positions where a Disclosure is required, application forms and guidance notes will contain a statement that a Disclosure will be requested in the event of the candidate being made a conditional offer of employment.

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 YMCA DLG. This will depend on the nature of the position and the circumstances and background of any offences. However, as the nature of the YMCA DLG's work brings its employees & volunteers into contact with young people (those under 18 years old) and/or vulnerable adults, a criminal record or other information which makes an application unacceptable for a position of trust will render the applicant unsuitable.**

As an organisation using the Disclosure and Barring Service (DBS) Disclosure service to assess applicants' suitability for positions of trust, this policy complies with the DBS Code of Practice.

## **Declaration of Criminal Background & Guidelines for Working with Young People and/or Vulnerable Adults**

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 in 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 '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 young people 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.

If you are invited to an interview, please bring with you a completed Declaration of Criminal Background Form which is enclosed in this application pack. It asks for details of spent and unspent convictions, cautions, reprimands, and final warnings. You should complete the form and place it in an envelope marked 'Private and Confidential', addressed to the Interview Panel. Your name should be clearly stated on the front.

The information relating to criminal convictions will only be seen by the interview panel if we are considering offering you employment. If you wish to discuss the information that you have given, please mention this to an interviewer. Having made its selection, the panel may wish to discuss any information given with you. Having a conviction will not necessarily bar you from consideration for the post. Criminal records will be considered only when they are relevant to the position for which you are applying. The information you provide will remain confidential.

If you are made a conditional offer YMCA DLG will apply for an Enhanced DBS Disclosure depending on the nature of the job.

The DBS 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.

DBS Disclosures are provided by the Disclosure and Barring Service, an executive agency of the Home Office. Enhanced disclosures 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 this type of work. Organisations using the DBS process must comply with the Code of Practice, a copy of which is available on request.

If you have any queries, please do get in contact with the Recruitment team by emailing [recruitment@ymcadlg.org](mailto:recruitment@ymcadlg.org)

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