

# Client Services Job Pack

Information for candidates about working  
with St Mungo's

**St Mungo's**  
Ending homelessness  
Rebuilding lives

# About St Mungo's

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

As a homelessness charity and housing association our clients are at the heart of what we do.

We provide a bed and support to more than 2,850 people a night who are either homeless or at risk, and work to prevent homelessness.

We support men and women through more than 300 projects including emergency, hostel and supportive housing projects, advice services and specialist physical health, mental health, skills and work services.

We work across London and the south of England, as well as managing major homelessness sector partnership projects such as [StreetLink](#) and the [Combined Homelessness and Information Network](#) (CHAIN).

We influence and campaign nationally to help people to rebuild their lives.

**Our vision** is that everyone has a place to call home and can fulfil their hopes and ambitions.

## Our mission

To do this, we:

- Provide support directly to our clients, either to prevent them becoming homeless, or to respond to it and help them recover;
- Build relationships with communities and the wider public, aiming to increase understanding of homelessness and empathy towards the people who experience it;
- Advocate for policy change by combining our clients' voices with the experience we have about what works.

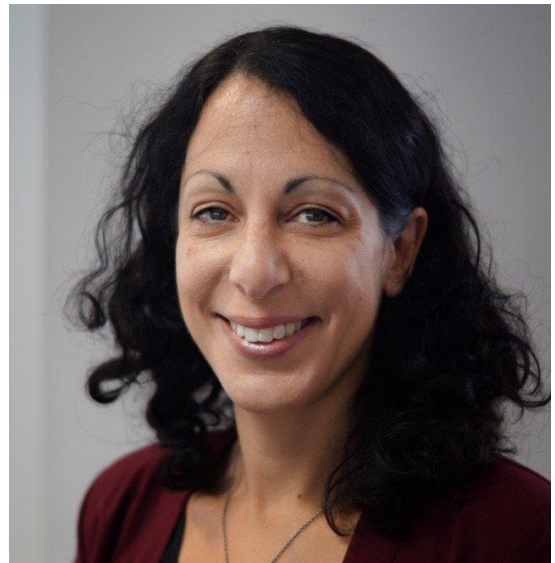
## Our values



# Introduction

A very warm welcome to the St Mungo's team! You're now one of 1,500 colleagues and over 300 locum workers. You'll be working alongside our 400 volunteers, tens of thousands of clients, and all the people who donate and support us.

Your role is important in helping us achieve our vision – that everyone has a place to call home and can fulfil their hopes and ambitions. Every one of us can work towards ending homelessness in this country, and help those who have experienced it rebuild their lives. This mission is at the heart of St Mungo's and I hope you will gain a strong sense of that as soon as you join us and as you meet colleagues and clients.



The stats will give you a flavour of what we do and our impact and over the page you'll find more information about your first months with us.

I really look forward to working with you and meeting you soon.

With very best wishes,

Emma Haddad, Chief Executive

## What is the problem?



→ In the last 10 years (up to 2020), homelessness services have been cut by £1bn while rough sleeping has soared by **141%**



→ Last year (2019) **66%** of those found sleeping rough were doing so for the first time



→ **4 in 10** people sleeping rough have a mental health condition



→ In the last year (2019 – 20) statutory homelessness has risen by **42%** for Black households



→ **33%** of our female residents said domestic violence was a factor in them becoming homeless



→ The average age of death for men rough sleeping is **45 years**, for women it is **43 years**





71%

→ In the last year (2019 – 20) statutory homelessness has risen by **71%** for Asian households



→ **1 in 4** young homeless people are from the LGBTQIA+ community



165%

→ Since 2010 rough sleeping has increased by **165%** while homeless people accessing lifesaving drug and alcohol treatment has risen by just 18%

## At a glance

At St Mungo's we continue to work harder than ever to reverse the rise in homelessness and rough sleeping and change lives for the better.

Join us as we take you through 2019-20 at St Mungo's.



Over

**32,800**

people helped across all our services.



**3,150**

people provided with housing and support on any given night.



**11,453**

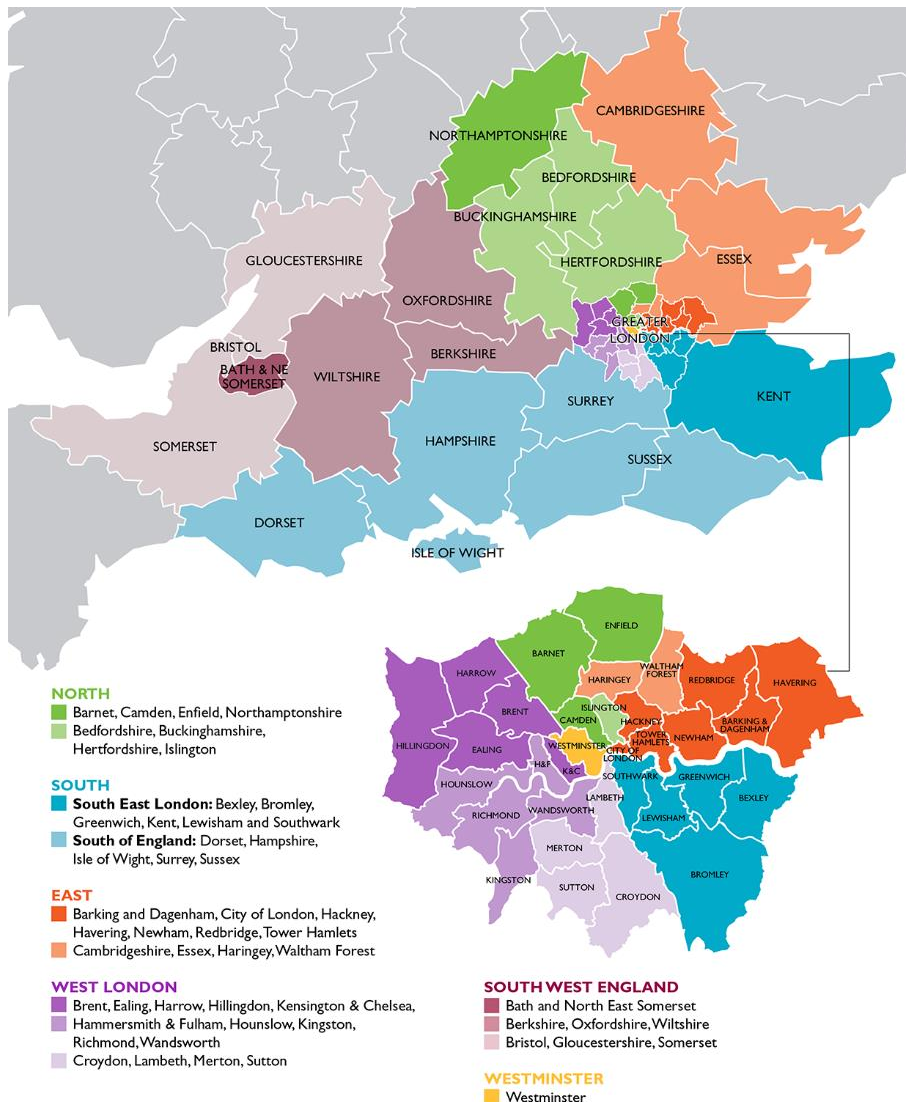
supported by our outreach teams in 2019-20.



**174**



# St Mungo's service regions



If people are **homeless** or at **risk of homelessness**, our teams assess their needs and provide them with support and advice that is right for them.

If someone is **sleeping rough**, our teams can help people to not just move away from the streets but also towards a **healthier, more fulfilling life**.

We work with people around their **interests and ambitions**, helping them boost their **skills and wellbeing**, and take steps towards **employment**

After **consulting our clients** about their experiences, we **advocate policy change** to Government on their behalf.

Our **50 year history** is filled with some extraordinary people. While a lot has changed since our beginning, our **commitment and determination to end homelessness** has remained throughout.



Our **Recovery College** is an inclusive learning, training and employment programme for our clients, based on the principle that learning and paid work can be a transformative experience.



**No Second Night Out (NSNO)** is a rapid response service to make sure that, wherever possible, a rough sleeper's first night on the streets is also their last night on the streets.



The **Social Impact Bond (SIB)** model helps people who have been homeless for prolonged periods. They allow us to work intensively and creatively with people so they can leave the streets behind for good.



**Floating hubs** provide innovative, emergency shelter across different London boroughs for intensive two week periods. Our team collaborate with local agencies to help people move away from the streets.

# What we can offer you

## Excellent development and growth opportunities

- St Mungo's currently holds Investors in People Gold accreditation – we are one of just 3% of housing associations to achieve this standard
- Commitment to continued professional development, with access to internal secondments and transfers
- Highly praised internal training courses, with access to external training courses
- Steps into Management programme to support the development of new Managers
- Upward mentoring scheme

## A diverse and inclusive workplace

- We have eight popular and active diversity networks at St Mungo's: BAME Network, Women's Action Network, LGBTQIA+ Network, Irish Network, European Employees Network, Lived Experience Network, Disability Awareness Network, South West Diversity Network
- We have a very strong commitment to employing people with lived experience of the services we provide
- Yearly Diversity Days with a mix of activities, guest speakers and interactive sessions for all staff

## A commitment to work / life balance

- 25 days annual leave, rising to 28 days after five years of service. *Pro rata for part time employees.*
- Exceptional flexi-time and TOIL schemes that allow you to balance your work and home life.
- Good maternity, parental, compassionate and carer's leave arrangements
- Sabbatical leave opportunities
- Life assurance scheme

## Staying well

- Access to SmartHealth app – 24/7 GP appointments, health checks and nutrition advice
- Employee Assistance Programme
- Workplace Supporters scheme – confidential and impartial advice from trained colleagues
- Eye tests and eye care vouchers

## Competitive pay and pensions

- St Mungo's salaries are aligned to the NJC scale, set by the National Joint Council, ensuring fair, competitive pay for all employees.
- We are proud to pay client facing staff above average for our sector.
- Yearly incremental pay increase. *Dependent on successful probationary period.*
- 20% pay premium for working unsocial hours. *In applicable roles.*
- St Mungo's contribute 4% of your gross annual salary to your pension. You are able to enrol in a Defined Contribution scheme after probation – employer contribution is 6%

## Lifestyle benefits and discounts

- Retail and gym discount schemes
- Season ticket loans and cycle to work scheme

# At St Mungo's, Equality, Diversity and Inclusion are embedded in our organisational values and in everything we do

There are lots of ways staff can actively promote inclusion at St Mungo's and we strongly encourage it.

- Through joining one of our eight **staff Diversity Networks**. Our Diversity Networks meet regularly and work together to help shape the strategic direction of our inclusion policies. All staff at St Mungo's are actively encouraged to get involved and have three days per year to dedicate to network activity.
- By becoming a **Diversity and Inclusion Ally**. All teams should have an ally and their role is to champion inclusion, challenge any discrimination and raise awareness.
- By becoming a **Workplace Supporter** to champion wellbeing and provide a confidential listening service to colleagues.
- By reading through our **Equality Diversity and Inclusion Toolkit** and setting an action plan.





### **Employing individuals with lived experience**

We recognise the value and insight brought by our colleagues with lived experience. We actively encourage applications from candidates with lived experience of homelessness and/or who have accessed services related to mental health, substance use, alcohol, criminal justice and recovery services. In addition, we run a highly praised [Apprenticeship scheme](#) specifically for candidates with lived experience.

### **Client involvement**

Our clients are at the heart of everything we do. We are committed to meaningful client involvement at every level of the organisation. Our Client Advisory Board ensures the voices and experience of our clients are heard by our Trustees.

### **Accreditations**

Disability Confident Employer; EFQM: Committed to Excellence; Investing in Volunteers, Investors in People: Gold; Mindful Employer; Stonewall top 100 Employer 2018, 2019 and 2020; Inclusive Companies Top 50 Inclusive Employer.



# Application, interview and pre-employment process

It is important that we make sure we are recruiting the right people to support our clients throughout their recovery journey. We carry out a thorough recruitment and selection process to assess people's skills, knowledge and abilities to make informed hiring decisions.

In order to recruit the right people we adopt a competency based approach to recruitment. This means that candidates' skills, knowledge and abilities are evaluated at every stage of the recruitment and selection process in relation to the key competencies of a role. This also means that candidates do not need to have direct experience in a role as we value transferrable skills.

To apply you will need to complete an application form which includes:

## → Supporting statement

This is for you to evidence how well you meet person specification criteria for the role. Please ensure to provide evidence and specific examples, for each person specification point listed on the job description. If you do not have direct experience in the role that you are applying for, we encourage you to provide examples that can meet the requirements from other areas of your working, volunteering or personal life.

## → Employment and educational history

Please fill this in fully, it allows our hiring managers to get an oversight of your previous experience.

## How are candidates shortlisted for a role?

The shortlisting panel will assess your suitability for a role based on the supporting statement section of your application

## How can I make my supporting statement stand out from the rest?

As we can receive around 700 application forms a month for our job vacancies, you want to give your application every chance to stand out from the crowd.

There are various methods you can use to ensure you are fully addressing the Person Specification criteria, we recommend using the [STAR technique](#).



## **I've been shortlisted for interview, what happens now?**

If your application form is shortlisted and you are invited to attend an interview, the process will involve the following:

- ➔ A written work based exercise, which will mirror a typical task expected of the role.
- ➔ A practical scenario, to assess how a candidate may react to a typical situation at work – don't worry this is not a test of your acting skills!
- ➔ A competency based interview, where the panel will ask questions about your experience in relation to the skills, knowledge and abilities required for the post.

## **The pre-employment process**

The pre-employment checks process will begin once the recruitment and selection process is complete, and you have been provided with a conditional offer of employment.

All the offers that we make are conditional, subject to us receiving satisfactory references. Given the vulnerable client group that we work hard to support, we carry out a thorough and robust pre-employment process to ensure that all we are hiring the most suitable individuals to support and empower our clients.

## **What does the pre-employment process involve?**

It involves the following:

### **➔ References**

It is important to make sure we are hiring the right candidates to support our clients in their recovery journey, so during the pre-employment process we collect multiple detailed references, covering a five year employment history to confirm the offer of employment.

Our Resourcing Administrators are there to support candidates throughout this process and are experts in completing St Mungo's pre-employment checks.

### **➔ Right to Work check**

We conduct Right to Work checks in line with the Asylum and Immigration Act 1996. All candidates are required to provide evidence of their right to work in the UK before they are able to start.

### **➔ DBS check**

We conduct DBS checks for most of our Client Services roles due to the work we do with vulnerable adults. This will be clearly stated in the job advert for each role.

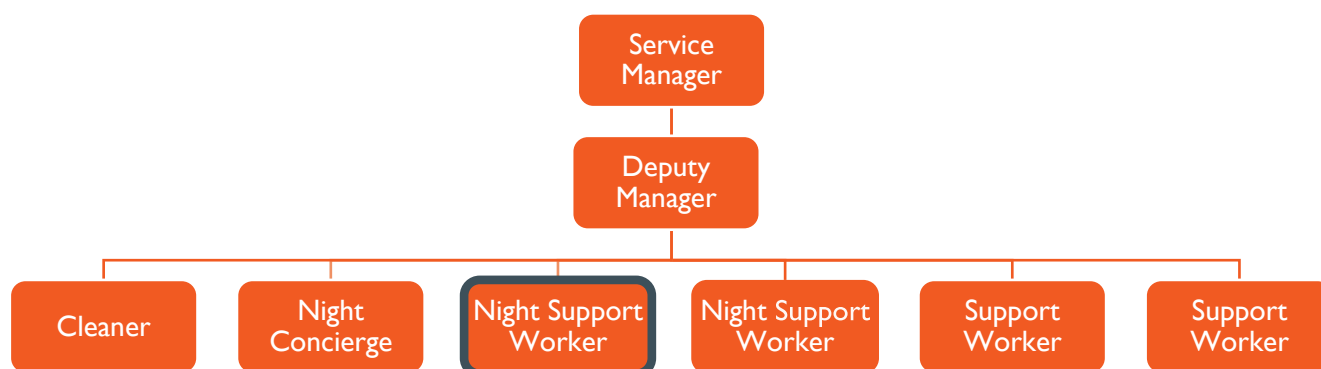
# Our structure and progression opportunities

The structures of our teams can vary depending on the service type and location. For this type of role, you are likely to be in a team with Night Concierges, Support Workers, a Deputy Manager and Service Manager. Your team may be linked in with others, and have some Specialist Workers too.

This role will provide a great first step for those who are looking to develop a career in the homelessness sector, put to use existing transferable skills or build on an existing career.

You will provide support and advice to clients throughout the night and work with other members of the team during handovers to make sure support is consistent at all times of day, and during the night you will have a responsibility to ensure the safe running of the Service.

It is likely that even if you do not have direct experience in a similar role you will have many transferable skills such as successful conflict resolution, exceptional customer service and effective time management. We welcome applicants with transferable skills, and support all staff to [reach their potential](#), and encourage applications from all areas of the community.







**For more information, please contact  
the St Mungo's Resourcing Team:**

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