

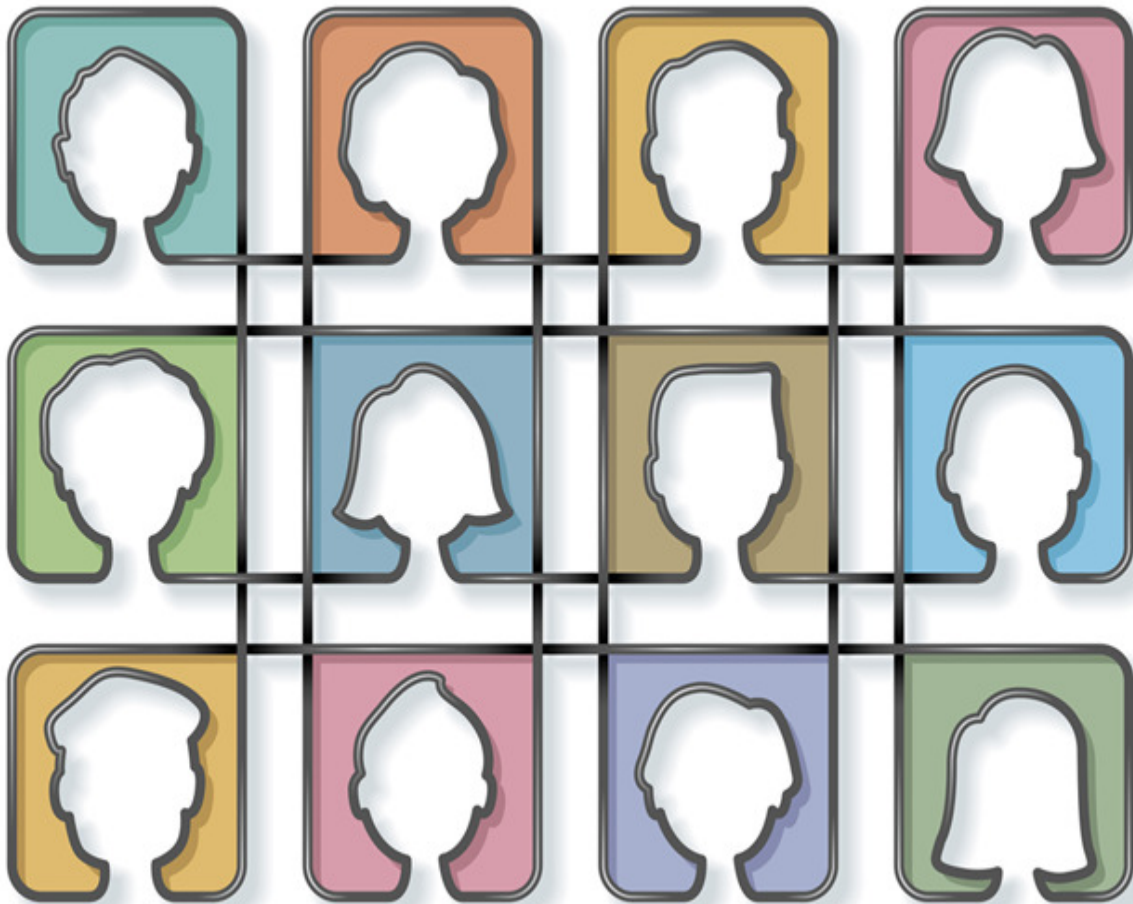


glasgow homelessness network

striving to end homelessness:
and improve options for people in housing crisis

Information & Resource Worker

Recruitment Pack - January 2012



INVESTORS
IN PEOPLE



Introduction

Thank you warmly for your interest in Glasgow Homelessness Network (GHN) and in this exciting new post of Information & Resource Worker.

GHN's people (our staff, volunteers and board of directors) are at the very heart of our organisation, and their commitment, purpose and tenacity improves outcomes for people who are affected by homelessness in Glasgow, and across Scotland.

We are a participatory and learning organisation, where our people build on success, manage risk and demonstrate confidence, motivation and a commitment to improvement.

our vision ●

GHN strives to end homelessness in Glasgow and improve options for people in housing crisis.

our mission ●

We are a voluntary and membership organisation working with and for people affected by homelessness. We connect knowledge and expertise to improve policy, practice & perceptions. We offer all our partners consistency, quality, equality and integrity.

GHN is the home of I.E. (Involving Expertise: Improving Effectiveness) and SHIEN (Scottish Homelessness Involvement & Empowerment Network).

The role of Information & Resource Worker is central to the success of the Big Lottery '4front Learning' Project. The post will also form an important part of GHN's administration and resource team, and provide a range of support to our development teams.

4Front Learning is a project that assists people who have previously been homeless and have now received a tenancy or will be getting a tenancy in the near future. The project aims to address the multiple barriers that trigger repeat homelessness and support tenancy sustainment through personal development, increasing employability and financial well being. The project runs 12 week courses to help participants learn new skills to help manage their homes.

This is an excellent opportunity for the right candidate. If you would like to discuss this post in anymore detail please call:

Janice Higgins on 0141 276 4825 or email: janice@ghn.org.uk.

Information & Resource Worker

Salary: £18,441 - £19,959 per annum

Can you work flexibly in a busy environment where commitment, initiative and enterprise are essential?

The successful candidate will assist GHN to develop and improve information management systems and ensure that we remain connected to our networks through the use of print, web-based and e-communications.

The successful candidate will also build relationships across a range of cross-sector stakeholders, contributing to joint approaches to homelessness and its prevention and alleviation in Glasgow.

Job Information

Job Title:	Information & Resource Worker
Salary:	£18,441 - £19,959 per annum
Location:	Granite House, 31 Stockwell Street, Glasgow G1 4RZ
Responsible to:	Development Coordinator
Responsible for:	Volunteers and resources allocated
Working Hours:	35 hours per week. We also operate a flexi time system.
Holidays:	25 days annual leave and 12 public holidays per year.
Pension:	Eligible to join the company pension scheme after 13 week probationary period. Employer's contribution is 9.72% of gross salary. Employee contributions are not required, but may be made in addition.
Other Essentials:	Enhanced disclosure check Funded by the Big Lottery until 31 August 2015, in the first instance

Job Description (1/2)

Overall Purpose of Post

- To work as part of GHN's administration and resource team to actively assist the implementation of our Big Lottery '4front Learning' (Keys to Learn) Project.
- To assist the development and improvement of GHN's information management systems
- To assist the development and implementation of web-based and e-communications to ensure that GHN remains connected to a relevant range of stakeholders
- To support and assist the running of an effective, empowering and improving work place

Main Duties and Responsibilities

- To maintain and develop GHN's monitoring systems and contact databases
- To market and promote across our networks with the use of print media, web based and e-communications
- To assist in maintaining GHN's information management systems and procedures
- To create meaningful opportunities for the involvement and empowerment of people affected by homelessness in Glasgow to enhance GHN outcomes
- To provide 1:1 support for volunteers allocated, in accordance with GHN Volunteering Vision, Policy and Staff Guidelines
- Represent GHN, work always within the values of GHN, and contribute to the range of GHN work as required
- Adhere to GHN's standards, policies and procedures, including health and safety.

Job Description (2/2)

COMPETENCY FRAMEWORK

Core Competencies for Information & Resource Worker

The competencies required of GHN staff are outlined below, and the successful candidate for this post will be able to demonstrate how they can meet, or quickly develop, these competencies at the [first level](#).

Job Specific Competencies

In addition the post holder will be expected to meet the job specific competencies for this post to the standard specified:

- Advanced skills in Microsoft Office applications
- Skills in print design/desktop publishing highly advantageous
- Some awareness of the extent, nature and causes of homelessness in Glasgow
- Excellent interpersonal and engagement skills
- Experience of print, web based e-communications and information management
- Experience and knowledge of office administration systems
- An understanding of equal opportunities

What is a competency in GHN?

A competency says something about what GHN staff members need to do, and how they need to do it. It refers to the combinations of knowledge, skills and abilities that staff members must use to ensure positive outcomes for GHN. Competencies refer to staff's ability to do their job satisfactorily and confidently, and staff development is the means by which GHN supports staff to ensure that they can. Competencies inform capability, conduct and performance, however GHN managers will manage these separately. Where competencies are not met, it is likely that staff development needs can be identified and met.

GHN Core Competencies

GHN Core Competencies are the competencies which all GHN staff members must demonstrate in their work, regardless of their individual roles and functions. GHN has defined 5 core competencies that it requires.

Since GHN staff members have different roles and responsibilities, they will need to demonstrate these core competencies at different levels, so the definitions of the competency are listed in a cumulative way, with 3 levels of definition.

Level 1 - All GHN staff competencies
Apply to all GHN staff

Level 2 - Additional Competencies
Apply to Development Coordinators and to the Chief Officer

Level 3 Further Competencies
Apply to the Chief Officer

GHN Core Competencies are:

- Action Planning and Achieving
- Researching, Informing, Training, Developing & Influencing
- Involving and Satisfying Stakeholders
- Developing and Representing GHN
- Managing Self & Others

[A full description of the core competencies and standards at each level are enclosed with this pack.](#)

Application Process

Application packs can be downloaded from our website at www.ghn.org.uk/recruitment.

For more information regarding the application pack please contact Janice Higgins, Development Coordinator on 0141 276 4825 or email recruitment@ghn.org.uk.

Closing date for applications is noon **Monday 30 January 2012**.

Some points to note:

To help you in completing the form, please consider the job description and job specific and core competencies very carefully.

You should use the form to demonstrate how you can meet our requirements and why we should select you to be part of our team above all other applicants. We will not recruit anyone who cannot meet all of the required criteria in the core competencies, but we may offer training if needed to help successful candidate meet any of the desirable criteria.

The application pack also includes a monitoring form, which we would be grateful if you would complete in order to help us to assess how well we are doing in attracting a wide range of candidates and fulfilling our equalities policy requirements. You will not be penalised if you choose not to complete the form, nor will any of the information included in this form be passed on to the interviewers before the interview.

Shortlisting will take place on **Thursday 2nd February 2012** and applicants selected for interview will be notified as soon as possible after that. If you have not heard from us by Wednesday 8th February 2012 please assume that you have been unsuccessful on this occasion. However, please do not let this put you off applying for a post with us again, since the range of requirements for every post is different, and being unsuccessful this time will not necessarily mean that you will be unsuccessful again.

Interviews will take place on
Monday 13 February 2012 at:

GHN's offices,
1st Floor
Granite House
31 Stockwell Street
Glasgow G1 4RZ.

