

MEAM

Making Every
Adult Matter



CLiNKs



Recruitment pack

Partnership Manager (MEAM – South Central)

Salary Range: £31,202 - £33,773

Contract: Permanent

Location: Home based in the South of England

Hours: 35 per week

Closing date: 9am 2nd July

Interviews: 26th July, Homeless Link, London



LOTTERY FUNDED

Let's end homelessness together

Homeless Link, Minories House, 2-5 Minories, London EC3N 1 BJ | 020 7840 4430

www.homeless.org.uk | Twitter: @Homelesslink | Facebook: www.facebook.com/homelesslink

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Introduction

Thank you for your interest in the post of Partnership Manager (MEAM – South Central). This pack provides information about the role, the Making Every Adult Matter (MEAM) coalition and Homeless Link.

Across the country, the MEAM coalition is supporting 35 local areas that are designing and delivering better coordinated services for people facing multiple disadvantage. Twenty-three of these areas are using a framework called the MEAM Approach, while 12 are part of the Big Lottery Fund's Fulfilling Lives programme.

The successful applicant will join our Local Networks Team, a team of regionally based experts in criminal justice, homelessness, mental health and substance misuse – based at each of the MEAM partner organisations. This post will be employed by Homeless Link, the national membership charity for organisations working directly with people who experience homelessness in England.

The Local Network Team have a strong team ethos, based on partnership and collaboration, with a specific focus on the practical application of co-production and systems change. Working as part of this team, you will support around nine local areas to better coordinate their services for people with multiple disadvantage. The regions covered by the post will be flexible, but are likely to include areas such as Sussex, Surrey, Berkshire, Hampshire, Wiltshire, Oxfordshire and Buckinghamshire.

The main aims of the role are:

- To expand and deliver our work on the MEAM Approach, working closely with other Local Network Team members in the MEAM organisations to ensure excellent support to local areas.
- To provide support to the Big Lottery Fund's Fulfilling Lives Programme, working closely with the Local Networks Team and external partners.
- To bring the two areas of work together, with a focus on spreading and sharing learning and good practice.

We are actively seeking to increase diversity within our organisation and would welcome interest from people with direct experience of multiple disadvantage, from a black or minority ethnic background and/or with a disability.

Thank you for your interest, and we look forward to receiving your application. If you have any questions, or would like to discuss this role informally before applying, please contact me directly.

Tassie Weaver

Head of Networks and Operations, MEAM

tassie.weaver@meam.org.uk / 07507 055 509

About us

Making Every Adult Matter coalition

People facing multiple disadvantage experience a combination of problems including homelessness, substance misuse, contact with the criminal justice system and mental ill health. They fall through the gaps between services and systems, making it harder for them to address their problems and lead fulfilling lives.

The Making Every Adult Matter (MEAM) coalition is made up of the national charities Clinks, Homeless Link and Mind. Collective Voice is an associate member. Working together, we support local areas across England to develop an effective, coordinated approach to multiple disadvantage that can increase wellbeing, reduce costs to public services and improve people's lives.

We draw on our shared knowledge and practical experience to change policy, so that everyone experiencing multiple disadvantage can reach their full potential and contribute to their communities.

Over the last five years, we piloted and developed the MEAM Approach, a framework to help local areas coordinate services for people with multiple disadvantage. We also support the Big Lottery Fund's Fulfilling Lives partnerships, which are working on similar issues. In total, we currently work with 35 local areas across England. For more information please see: www.meam.org.uk

A growing team and programme of work

In April 2017, the Big Lottery Fund made a major five-year strategic investment in our work. This is allowing us to significantly expand our support to local areas, combine and better utilise data and learning, and ultimately improve outcomes for people facing multiple disadvantage.

A year into the grant, this is an exciting time both for the coalition and the local areas we support. The ambitious goals we have set for the coming years mean our team is growing, and we are looking for an exceptional person with diverse skills and experience to join us. The role provides a unique opportunity to work with three leading national charities taking a collaborative approach to addressing some of the most complex and urgent challenges facing our society.

Homeless Link

Homeless Link is the national membership charity for organisations working directly with people who experience homelessness in England. We work to make services better and campaign for policy change that will help end homelessness.

To achieve this ambition, as a society, we need to:

- Act faster to prevent people losing their homes
- Ensure that if some becomes homeless, it's for the shortest time possible
- Provide long-term accommodation and help for people with complex problems
- Support people to realise their potential and avoid homelessness in the future.

Our vision is a country free of homelessness where everyone has a place to call home and can expect the support they need to keep it. For more information, visit our website: www.homeless.org.uk

The job

Role description

Purpose

- To expand and deliver our work on the MEAM Approach, working closely with other Local Network Team members in the MEAM organisations to ensure excellent support to local areas.
- To provide support to the Big Lottery Fund's Fulfilling Lives Programme, working closely with the Local Networks Team and external partners.
- To bring the two areas of work together, with a focus on spreading and sharing learning and good practice.

Accountability

- Line management will be provided by Peter Smith, Head of Partnerships at Homeless Link. The work of the postholder will also be overseen by Tassie Weaver, the Head of Networks and Operations at MEAM.

Location

- This post will be home based covering the South Central area of England (The regions covered will be flexible, but are likely to include areas such as Sussex, Surrey, Berkshire, Hampshire, Wiltshire, Oxfordshire and Buckinghamshire)
- The post holder will also have access to desk space at MEAM's office in Spitalfields, London.
- The post will require regular travel within England, with occasional overnight stays.

Main responsibilities

To expand and deliver our work on the MEAM Approach

- To facilitate the development of new partnerships in local areas with the aim of better coordinating services for people experiencing multiple disadvantage.
- To deliver an appropriate package of cross-sector support to the partnerships and ensure their identified support needs are being addressed.
- To ensure that local areas involve people with lived experience in the design and delivery of interventions developed using the MEAM Approach.

To provide support to the Big Lottery Fund's Fulfilling Lives Programme

- To agree support action plans (SAPs) with the Fulfilling Lives partnerships at the start of each year.
- To ensure high quality and flexible delivery of the SAPs, working with the partnerships and Local Networks Team to adapt the support where necessary.
- To regularly attend project board meetings at the request of the partnerships.
- To work alongside the Fulfilling Lives evaluation and learning team to deliver events and training.

Sharing and embedding learning

- To work closely with MEAM's evaluation partner to ensure local areas actively participate in the evaluation process.

Homeless Link

- Alongside colleagues in the Local Networks Team, to plan and facilitate local learning hubs and encourage and support local areas to attend.
- To run local introduction to multiple needs and MEAM events.
- To work with colleagues across the three MEAM organisations to ensure that learning is shared across the relevant sectors and to areas not engaged in the MEAM Approach/Fulfilling Lives

Membership of the Local Networks Team (LNT) and the Homeless Link partnerships team

- To be an active member of the MEAM Local Networks Team and the Homeless Link regional partnerships team.
- To learn from and offer support to members of both teams and support transfer of knowledge between them.
- To work alongside the Involvement Coordinator and other people with lived experience of multiple disadvantage to ensure all MEAM work is, where possible, co-produced.
- To be committed to learning and improving your own knowledge especially on the topics of systems change, co-production, mental health, homelessness, substance misuse and criminal justice.
- To attend regular meetings of the Local Networks Team and the Homeless Link partnerships team.
- To produce good practice work alongside MEAM's embedded policy team

General

- Roles and objectives in Homeless Link may change. All members of staff are expected to be prepared to work flexibly in response to changing business needs.
- All members of staff are expected to undertake any other responsibilities or tasks that are consistent with their role and/or reasonably required by the Chief Executive.
- All members of staff are required to operate in accordance with Homeless Link's values, policies and procedures.

This is a description of the job as it is presently constituted. It is the practice of Homeless Link to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are required to reflect business needs. This will be conducted in consultation with you. It is the organisation's aim to reach agreement on changes, but if agreement is not possible, the organisation reserves the right to insist on changes to your job description, after consultation with you.

Person specification

Specialist knowledge

Essential

- Specialist knowledge of homelessness, criminal justice, substance misuse or mental health, and the role of that sector in supporting people with multiple disadvantage
- Substantial understanding of the impact of homelessness, criminal justice, substance misuse and mental health and the role of services in recovery for people with multiple disadvantage
- Knowledge of the principles of co-production and/or service user involvement and how it can be applied practically

Desirable

- Knowledge of ways to better coordinate services for people with multiple disadvantage and an understanding of how 'systems change' can occur

Experience and track record

Essential

- Demonstrable experience of supporting and influencing partnerships of frontline services, including in complex or challenging circumstances
- Establishing and sustaining partnerships that proactively tackle complex problems
- Practically applying theoretical concepts such as 'systems change' or 'co-production' to bring about better outcomes for vulnerable people
- Identifying, communicating and promoting good practice to a diverse range of stakeholders
- Running or facilitating workshops for a diverse range of participants
- Excellent oral and written communication skills for a range of audiences
- Being self-administering, including strong organisational, IT and project management skills
- Receptive to being influenced by people that have used services and able to apply it to own practice

Desirable

- Lived experience of multiple disadvantage and/or homelessness
- Using data to influence and create the case for change

General requirements

Essential

- Willingness and ability to work outside normal office hours and travel within England.
- Willingness and ability to operate in accordance with the values and policies of Homeless Link.
- Willingness and ability to work flexibly in response to changing organisational requirements.
- Commitment to bring into the work the views, needs and voices of people with direct experience of homelessness.

Desirable

- A sound understanding of the causes, consequences and solutions to homelessness, based on direct experience.

Key competencies

Please note that these are for your information only at this stage. You do not have to address them in your application. We will look for evidence of these during the interview and testing stage if you are shortlisted.

KEY COMPETENCIES

Personal Contribution

Personal effectiveness
Problem solving
Initiative

Working with others

Team member
Customer focus
Communication

Organisational contribution

Systematic
Project / Resource management
External awareness

Specialist competencies

Independent/lone working

How to apply

Explanation of terms used

- Role description: gives details of the duties of the post. Use this as a guide to decide whether or not you think the job would suit you.
- Person specification: lists the criteria, which will be used to assess your application & covers the qualifications, specialist knowledge, experience and track record that we are looking for.
- Key competencies: these are for your information. We will look for evidence of all these during the interview and testing stage if you are shortlisted.

Supporting people with disabilities

Homeless Link is committed to improving its employment opportunities for people with disabilities. Please let us know if you have a disability we should take into consideration in this section. If you require support, modifications, adjustments, or special equipment to assist you with the recruitment process, please also include brief details about this. The line manager for the role will contact you to discuss your requirements if you are shortlisted.

Supporting people with experience of homelessness

As part of Homeless Link's commitment to support people with experience of homelessness, we have committed to giving feedback to applicants who have experience of homelessness. If you are happy for the panel to know if you have had experience of homelessness and you would like to contact us for feedback on your application, please let us know in your applications. All applicants with experience of homelessness are able to request feedback following the interview stage.

Referees

One of the referees that you provide should be your present or most recent employer. If you have not been employed, or have been out of employment for a period of time, you may wish to give the name of anyone who knows you sufficiently well to confirm the information that you have given and to comment on your ability to do the job.

Notifying you about your application

Please note we are not able to acknowledge receipt of individual applications or notify applicants individually if you have not been shortlisted. We will notify shortlisted applicants within 5 working days of the closing date. Unfortunately, Homeless Link is generally not able to give feedback on applications that have not been shortlisted.

Sending in your application

To apply, complete and return the attached application and diversity and equality forms and send them to: recruitment@homelesslink.org.uk

The closing date is 9am, 2nd July 2018 with interviews on 26th July 2018. Applications received after the published closing date will not be considered.

For any queries about the post, please contact Tassie Weaver:
tassie.weaver@meam.org.uk / 07507 055 509.

Privacy Notice for Job Applicants

Data controller: Homeless Link,
Minorities House,
2-5 Minorities,
London EC3N 1BJ

As part of any recruitment process, Homeless Link collects and processes personal data relating to job applicants. We are committed to being transparent about how we collect and use that data and to meeting our data protection obligations.

What information does Homeless Link collect?

Homeless Link collects a range of information about you. This includes:

- your name, address and contact details, including email address and telephone number;
- details of your qualifications, skills, experience and employment history;
- whether or not you have a disability for which the organisation needs to make reasonable adjustments during the recruitment process;
- information about your entitlement to work in the UK; and
- equal opportunities monitoring information, including information about your gender, ethnic origin, sexual orientation, health and religion or belief.

Homeless link collects this information in a variety of ways. For example, data might be contained in application forms, CVs, job application cover letters obtained from your passport or other identity documents, or collected through interviews or other forms of assessment.

Homeless Link will also collect personal data about you from third parties, such as references supplied by former employers. We will seek information from third parties only once a job offer has been made and will inform you that we are doing so.

Data will be stored in Homeless Link's HR electronic filing systems and email.

Why does Homeless Link process personal data?

Homeless Link needs to process your data to enter into a contract with you.

In some cases, Homeless Link needs to process data to ensure that it is complying with its legal obligations. For example, we are required to check a successful applicant's eligibility to work in the UK before employment starts.

Homeless Link has a legitimate interest in processing personal data during the recruitment process and for keeping records of the process. Processing data from job applicants allows the organisation to manage the recruitment process, assess and confirm a candidate's suitability for employment and decide to whom to offer a job and assess training needs. We may also need to process data from job applicants to respond to and defend against legal claims.

Homeless Link will process health information if it needs to make reasonable adjustments to the recruitment process for candidates who have a disability. This is to carry out its obligations and exercise specific rights in relation to employment.

Where Homeless Link processes other special categories of data, such as information about ethnic origin, sexual orientation, health or religion or belief, this is for equal opportunities monitoring purposes. Data that the organisation uses for these purposes is anonymised for reporting purposes and is collected with the express consent of applicants. Applicants are entirely free to decide whether or not to provide such data and there are no consequences of failing to do so.

Homeless Link will not use your data for any purpose other than the recruitment exercise for which you have applied, unless you give us permission to do so.

Who has access to data?

Your information will be shared with colleagues in Homeless Link if access to the data is necessary for the performance of their roles. This includes members of the Central Services team, recruitment panel members for this vacancy and directors in the business area with a vacancy.

Homeless Link

Homeless Link will not share your data with third parties, unless your application for employment is successful and we make you an offer of employment. Homeless Link will then share your data with former employers to obtain references for you.

Homeless Link will not transfer your data outside the European Economic Area.

How does Homeless Link protect data?

The organisation takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Access to the Recruitment Email and the Recruitment folder is restricted to the Central Services team. Hard copies of application forms may be made for shortlisting purposes but personal information, eg Name, Address etc is removed and only supplied to panel for applicants attending the interview. All hard copy papers are shredded at the end of the recruitment procedure.

How long does Homeless Link keep data?

If your application for employment is unsuccessful, Homeless Link will hold your data on file for 6 months after the end of the relevant recruitment process. At the end of that period your data is deleted.

If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personal file and retained during your employment. The periods for which data will be held will be provided to employees in a new privacy notice.

Your rights

As a data subject, you have a number of rights. You can:

- access and obtain a copy of your data on request;
- require Homeless Link to change incorrect or incomplete data;
- require Homeless Link to delete or stop processing your data, for example where the data is no longer necessary for the purposes of processing;
- object to the processing of your data where Homeless Link is relying on its legitimate interests as the legal ground for processing; and
- ask Homeless Link to stop processing data for a period if data is inaccurate or there is a dispute about whether or not your interests override the organisation's legitimate grounds for processing data.

If you would like to exercise any of these rights, please contact Matt Harrison on Info@homelesslink.org.uk. You can make a subject access request by completing the organisation's Privacy Rights Request Webform at the bottom of the organisations [Privacy and Data webpage](#)

If you believe that Homeless Link has not complied with your data protection rights, you can complain to the Information Commissioner.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to Homeless Link during the recruitment process. However, if you do not provide the information, we may not be able to process your application properly or at all.

Automated decision-making

Recruitment processes are not based solely on automated decision-making.



Homeless Link is the national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness.

Let's end homelessness together

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www.homeless.org.uk

Twitter: @Homelesslink

Facebook: www.facebook.com/homelesslink

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Making Every Adult Matter (MEAM) is a coalition of Clinks, Homeless Link and Mind, formed in 2009 to improve policy and services for people facing multiple needs. Together the charities represent over 1,300 frontline organisations and have an interest in the criminal justice, substance misuse, homelessness and mental health sectors.