GOOD SHEPHERD
wolverhampton

JOB APPLICATION SUPPORT PACK

www.gsmwolverhampton.org.uk

ABOUT US

The Good Shepherd has been supporting the most disadvantaged people in Wolverhampton and surrounding areas since 1972.

Our mission is to end homelessness, support recovery, and create pathways out of poverty. We provide a range of services for people who are homeless, have multiple complex needs, vulnerable families, and people on low incomes.

We work with people to obtain accommodation, move towards employment, access training or education and develop skills to build self-reliance.

Our core values are hospitality, compassion, and respect.

We recognise each person's dignity and potential for growth, and we deliver services in a person-centred way.

More than half of our staff team at all levels of the organisation have lived or living experience of homelessness, addiction, or poor mental health. We pride ourselves on being a diverse workforce from different faiths and backgrounds; representative of the Wolverhampton community we serve.

STAFF BENEFITS

The people that make up the Good Shepherd are our most important asset. We want our team to feel supported, skilled, involved, and to feel that their work is valued. For our employees we provide;

- Enhanced annual leave starting at 28 days + bank holidays increasing to 30 days per year
- 35 hours working week for full-time employees
- Cycle to work scheme
- Paid time off for wellbeing treatments
- Your birthday off full pay
- Auto enrolment pension scheme
- Flexible working policy
- Commitment to ongoing training and development
- Competitive salaries
- Living wage provider
- Staff away days and treats including lunch on us
- Enhanced family-friendly benefits, including up to 26 weeks of enhanced maternity pay, alongside enhanced adoption, paternity and shared parental leave provisions.

Health benefits package through Paycare

Good Shepherd offers an employer-funded health cash plan. Through this, colleagues can be reimbursed for regular expenditure on dental and optical costs, as well as benefits for unexpected expenses such as therapeutic treatments, without the need for a GP referral. There is access to a GP helpline, 24 hours a day, 7 days a week.

Discount perks

Paycare provides a range of discounts and savings as part of the staff benefits package. Employees are also eligible for the Blue Light card membership for discounts and savings.

STAFF WELLBEING

To support an environment that promotes positive mental health and wellbeing we also provide a range of resources to our colleagues:

Employee Assistance Programme (EAP): This helpline offers colleagues a 24/7 Freephone (Tel: 0800 028 6678) confidential counselling, advice service, and can also offer face-to-face discussions.

Colleagues can access this service on-line at:
https://www.paycare.org/my-paycare/wellbeing-services.php

They can also provide:
Counselling Debt Assistance Legal, Tax, and Money Information Health and Wellbeing advice and support Elder and Younger Carer Support.

CULTURE SURVEY FINDINGS

In late 2024, we asked Good Shepherd employees to complete our culture survey. We are extremely proud of the results and would like to share the findings. Here's what they said about working for the Good Shepherd.

100%

OF OUR STAFF, WHO COMPLETED THE SURVEY, AGREED THEY EXPERIENCED OUR VALUES OF HOPSITALITY, COMPASSION AND RESPECT IN THEIR WORK ENVIRONMENT

93%

OF OUR EMPLOYEES FELT THEY CAN MAINTAIN A GOOD WORK-LIFE BALANCE

100%

OF OUR STAFF, WHO COMPLETED THE SURVEY, AGREED THEY BELIEVED IN OUR LEADERSHIP TEAM AND WHAT THEY DELIVER

100%

FELT THEY COULD BE THEMSELVES AT WORK

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RECRUITMENT OF EX-OFFENDERS POLICY

The Good Shepherd values lived and living experience, and we are committed to providing volunteering and employment opportunities for people who have experienced homelessness, addiction, poor mental health and offending. Our recruitment of ex-offenders policy below explains our approach.

Purpose: As an organisation when assessing applicants' suitability for positions which are included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order using criminal record checks processed through the Disclosure and Barring Service (DBS), Good Shepherd (GS) complies fully with the code of practice and undertakes to treat all applicants for positions fairly. This written policy on the recruitment of ex-offenders is made available to all DBS applicants at the start of the recruitment process.

Policy: GS undertakes not to discriminate unfairly against any subject of a criminal record check on the basis of a conviction or other information revealed. GS can only ask an individual to provide details of convictions and cautions that GS are legally entitled to know about. Where a DBS certificate at either standard or enhanced level can legally be requested (where the position is one that is included in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 as amended, and where appropriate Police Act Regulations as amended).
GS can only ask an individual about convictions and cautions that are not protected. GS is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.

GS actively promotes equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. GS select all candidates for interview based on their skills, qualifications and experience. An application for a criminal record check is only submitted to DBS after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a criminal record check is identified as necessary, all application forms, job adverts and recruitment briefs will contain a statement that an application for a DBS certificate will be submitted in the event of the individual being offered the position.

GS ensures that all those in GS who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences.GS also ensures 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, GS ensures that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
GS makes every subject of a criminal record check submitted to DBS aware of the existence of the code of practice and makes a copy available on request. GS undertakes to discuss any matter revealed on a DBS certificate with the individual seeking the position before withdrawing a conditional offer of employment.

EQUALITY POLICY STATEMENT

Good Shepherd recognises that discrimination and victimisation is unacceptable and that it is in the interests of the Company and its employees to utilise the skills of the total workforce. It is the aim of Good Shepherd to ensure that no employee or job applicant receives less favourable facilities or treatment (either directly or indirectly) in recruitment or employment on grounds of age, disability, gender/gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion or belief, sex, or sexual orientation (the protected characteristics).

Our aim is that our workforce will be truly representative of all sections of society and each employee feels respected and able to give of their best.

We oppose all forms of unlawful and unfair discrimination or victimisation. To that end the purpose of this policy is to provide equality and fairness for all in our employment.

All employees, whether part-time, full-time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the organisation.

Our staff will not discriminate directly or indirectly, or harass customers or clients because of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, and sexual orientation in the provision of Good Shepherd's goods and services.

This policy and the associated arrangements shall operate in accordance with statutory requirements. In addition, full account will be taken of any guidance or Codes of Practice issued by the Equality and Human Rights Commission, any Government Departments, and any other statutory bodies.

OUR COMMITMENT

- To create an environment in which individual differences and the contributions of all our staff are recognised and valued.
- Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- Training, development, and progression opportunities are available to all staff.
- To promote equality in the workplace which we believe is good management practice and makes sound business sense.
- We will review all our employment practices and procedures to ensure fairness.
- Breaches of our equality policy will be regarded as misconduct and could lead to disciplinary proceedings.
- The policy will be monitored and reviewed regularly.

RESPONSIBILITES OF MANAGEMENT

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with the Head of Operations. Managers will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- All their staff are aware of the policy and the arrangements, and the reasons for the policy.
- Grievances concerning discrimination are dealt with properly, fairly and as quickly as possible.
- Proper records are maintained.

The Operations Manager will be responsible for monitoring the operation of the policy in respect of employees and job applicants, including periodic departmental audits.

RESPONSIBILITIES OF STAFF

Responsibility for ensuring that there is no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. In particular, all members of staff should:

- Comply with the policy and arrangements.
- Not discriminate in their day to day activities or induce others to do so.
- Not victimise, harass or intimidate other staff or groups who have, or are Perceived to have one of the protected characteristics.
- Ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic.
- Inform their manager if they become aware of any discriminatory practice.

THIRD PARTIES

Third-party harassment occurs where a Good Shepherd employee is harassed, and the harassment is related to a protected characteristic, by third parties such as clients or customers. Good Shepherd will not tolerate such actions against its staff, and the employee concerned should inform their manager as soon that this has occurred. Good Shepherd will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

RELATED POLICIES AND ARRANGEMENTS

All employment policies and arrangements have a bearing on equality of opportunity. Good Shepherd policies will be reviewed regularly and any identified discriminatory elements removed.

RIGHTS OF DISABLED PEOPLE

Good Shepherd attaches particular importance to the needs of disabled people.

Under the terms of this policy, managers are required to:

- Make reasonable adjustment to maintain the services of an employee who becomes disabled, for example, training, provision of special equipment, reduced working hours. (NB: managers are expected to seek advice and guidance from external agencies where appropriate to maintain disabled people in employment).
- Include disabled people in training/development programmes.
- Give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their particular aptitudes and abilities to allow them to be able to do the job.

EQUALITY TRAINING

A series of regular briefing sessions will be held for staff on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes.
Training will be provided for managers on this policy and the associated arrangements. All managers who have an involvement in the recruitment and selection process will receive training.

MONITORING

Good Shepherd deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation as a whole. Accordingly, a monitoring system will be introduced to measure the effectiveness of the policy and arrangements.

The system will involve the routine collection and analysis of information on employees by gender, marital status, ethnic origin, sexual orientation, religion / beliefs, grade and length of service in current grade. Information regarding the number of staff who declare themselves as disabled will also be maintained.

There will also be regular assessments to measure the extent to which recruitment to first appointment, internal promotion and access to training/development opportunities affect equal opportunities for all groups.

We will maintain information on staff who have been involved in certain key policies: Disciplinary, Grievance and Bullying & Harassment.

Where appropriate equality impact assessments will be carried out on the results of monitoring to ascertain the effect of Good Shepherd policies and our services / products may have on those who experience them.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

If monitoring shows that Good Shepherd, or areas within it, are not representative, or that sections of our workforce are not progressing properly within the Company, then an action plan will be developed to address these issues. This will include a review of recruitment and selection procedures, Company policies and practices as well as consideration of taking legal Positive Action.

GRIEVANCES/DISCIPLINE

Employees have a right to pursue a complaint concerning discrimination or victimisation via Good Shepherd's Grievance or Harassment Procedures.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the Company Disciplinary Procedure.

REVIEW

The effectiveness of this policy and associated arrangements will be reviewed annually by the Chief Executive.

QUESTIONS? CONTACT US

Search 'gsm wolves'

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