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**Recruitment Information Pack**

**About Frontline Fife**

As a team of compassionate and unique individuals, we aim to end homelessness through preventative action and by assisting and supporting people to choose the life they aspire to.

Frontline Fife (FLF) is a midsized, Scottish registered charity which works across Fife independently and in collaboration with national and local partners and services.

Our social aim is to end homelessness through preventative action and by tackling the root causes of poverty and inequalities.

Central to all that we do is our commitment to human rights and the fundamental premise that everyone has the right to live in a safe and secure home and should be empowered to make life decisions which matter to them.

We believe homelessness is everyone’s responsibility and therefore it is incumbent upon us all to play our part to prevent homelessness, challenge stigma and exclusion and enable action and the mobilisation of resources to rapidly respond where possible to support those either at risk of homelessness or when in crisis.

Our work is founded on strength-based approaches. We accept everyone’s life experiences can and should be harnessed and developed to realise lasting change.

**Our Governance**

FLF is governed by a board of trustees having academic, policy, practice and lived experience knowledge of homelessness. There are currently seven trustees serving on FLF’s Board with collective experience in social work; health; children and family work; mental health; supported accommodation and poverty. Such expertise guides and strengthens our charity and adds genuine value to the work we do.

As an explicit commitment to tackling homelessness, in 2017 the Board set out the charity’s strategic position on poverty and homelessness to direct current and future plans.

FLF believe that:

* A secure home is a basic human right
* Homelessness is not a free choice, it is an outcome
* Homelessness is society’s responsibility
* Service delivery should be client focused
* Social justice is for all

**Our Practice Values**

As a staff team, we jointly review our work and underpinning values. From our most recent review we committed to:

* working with efficiency
* have Integrity
* be responsible
* remain positive about our business, our services and the people we work with

**Our Funders**

FLF continues to be funded through grant awards from the Scottish Government, Local Government, and the Fife Health and Social Care partnership. It also generates income through winning competitive tenders and contract work either independently or in collaboration with other agencies and through public donations. Our main funder which we are grateful for is Fife Council.

**A Brief Overview of Our Services**

Frontline Fife provides a comprehensive range of services for people at risk of and experiencing homelessness. All our services are either regulated under the appropriate governing body e.g. Care Inspector or are quality assured through formal accreditation schemes (e.g. Scottish National Standards for Information and Advice Providers) and performance monitoring. The following gives a brief overview of our current service provision.

* **Support through housing and homeless advice** including the provision of free, confidential and independent advice on a wide range of housing issues, in court lay representation for rent arrears and mediation support for tenancy sustainment.
* **Short-term housing and Brief Intervention support** to enable individuals to keep their home and prevent them from losing their tenancy or becoming homeless.
* **Accommodation services** directly manage a limited number of properties throughout Fife on behalf of the local council. This includes emergency accommodation and temporary accommodation which can be accessed by anyone who is single and determined as unintentionally homeless.
* **Advice for young people** is offered to help prevent young people from becoming homeless. FLF’s Leaving Home Education programme equips young people with essential skills and knowledge for leaving home and independent living.
* **Drug and alcohol recovery support** is open to those who choose to begin their road to recovery or who need support to sustain their recovery programme once settled in their community. Practical support and assistance are offered to help people manage their addiction to enable them to achieve their goals and to live independently.
* **Employment Support** is provided in partnership with Fife Employment and Training Consortium. We provide dedicated employment support to adults at risk of homelessness or living in temporary accommodation who choose to seek employment or wish to access education and/or volunteering.
* **Project Work which supports Inclusion** current project work includes working with families and supporting neurodiversity.

**Our Charity’s Impact and Feedback from People Who used Our Services**

Each year we measure our performance and seek feedback on the contribution we make.

For highlights of our work and comments from people who use our services, follow this link

[Frontline Fife 2022/23 In Review](https://www.frontlinefife.co.uk/site/assets/files/1027/annual_review_202223.pdf) for the 2022-23 Annual Review.

**Some of Our Recent Achievements**

* We gained reaccreditation from the Scottish National Standards for Information & Advice in Type II & III Housing Advice & Information
* We implemented new services including Housing Mediation, Private Rented Sector First Tier Tribunal Representation, Brief Intervention Service and Harm Reduction Service
* 9 staff gained new qualifications, including SCQF Level 7 Health & Social Care Supervision, SVQ2 & 3 Health & Social Care, SCQF Level 7 Housing Advice Law (Casework)
* To better understand staff’s wellbeing, we undertook ‘What Matters to Me’ interviews with staff
* Our LGBT+ research methodology was utilised in Poland
* Secured additional funding as part of Fife Employment & Training Consortium to expand our work with Families

**Information about Homelessness in Scotland and Fife**

At the present time, Homelessness and the risk of homelessness is a global concern. In Scotland, earlier in year, the Scottish Government and Fife Council (along with other councils) declared a Housing Emergency.

Shockingly, according to the charity, Shelter Scotland, **every 16 minutes a household becomes homeless in Scotland.** Recent figures for Scotland show that in 2022/23, there were 39,006 homeless applications made to local authorities, of which, 32,240 households were assessed as being homeless or threatened with homelessness.

In Fife, for 2022-23, a 7% increase in homelessness occurred. It is cited that more than 1,900 households were classed as homeless and waiting for tenancies, while 1,000 families, including 380 children, were living in temporary accommodation at the time.

As a response, in January 2024, Fife Council put forward a three-year plan to tackle the challenges faced by homeless people in Fife. At that time, Fife Council’s Cabinet estimated £67.3 million over the next three years was needed to abate the escalating numbers of families without permanent housing.

As part of a whole systems approach, Frontline Fife continues to work with Fife Council and other partners to prevent people from being at risk of homelessness as well as assisting households to sustain their tenancies through housing support and advice.

We, along with others, are committed to person-centred and trauma-informed delivery. We aim to make the support and advice we offer fit around a person's individual needs and circumstances. Listening to and supporting the needs of each unique individual is central to the work of our charity.

Links to Key Policy Documents:

<https://www.gov.scot/publications/ending-homelessness-together-annual-report-2022/>

<https://homelessnetwork.scot/shared-spaces/>

<https://www.fife.gov.uk/kb/docs/articles/housing/homelessness-and-prevention>

<https://www.local.gov.uk/re-thinking-homelessness-prevention>

**Recruitment: Applying to Work with Frontline Fife**

As a charity which works with vulnerable groups, we work to a Safer Recruitment policy.

When applying to work with Frontline Fife, we advise every potential candidate to take time to review the information made available in this pack, review the job description and the information on how to apply which includes deadlines and other details.

*NB: Not all jobs are recruited in the same way, so it is important that you read the information about applying in the advertisement for each job as well as the information in this pack.*

As an organisation which supports diversity and inclusion, we encourage all peoples to apply. We also encourage potential candidates thinking about applying to contact us for an informal chat. We want to hear from anyone who is considering working with us. We also welcome feedback for improvement. For an informal chat or to find out more or give feedback then contact us by telephone on 01592 430 800 or email [recruitment@frontlinefife.co.uk](mailto:recruitment@frontlinefife.co.uk).

**Data Protection**

**Data Protection Statement**

Frontline Fife takes the data protection of our applicants very seriously. We comply with the requirements of the General Data Protection Regulations (GDPR) 2016 as implemented by the Data Protection Act 2018. When processing your data, we observe and implement the data protection principles under the GDPR.

We only keep your data for as long as we need it, which, in relation to unsuccessful candidates, is two months. If your application is successful, your data will be kept and transferred to the systems we administer for employees. We have a separate privacy notice for employees, which will be provided to you. The retention period prescribed in this policy in relation to employees is 3 years (subject to statutory retention periods). Any data that we process during recruitment is stored utilising appropriate security measures to ensure the security of your data.

**Employee & Wellbeing Benefits**

* Dedicated learning and development opportunities and career support
* Working in an open culture with colleagues who are committed to Frontline's values and

ending homelessness.

* 32 days annual leave per year with 1 day additional per year served up to 5 years (pro rata)
* Working Monday to Friday (9 to 5pm) \*1
* Flexible and remote working arrangements.
* Competitive employer/employee Pension Contribution Scheme
* Business travel allowance
* Free access to an employee assistance programme with confidential advice/counselling support.
* Discounts on lifestyle benefits e.g., Discounted Gym Memberships
* Blue Light Membership Scheme
* Where appropriate, welcome payment for PVG/disclosure check and reimbursements for the first

year's SSSC registration fee.

\*1 If not stated otherwise in the job description.

**Want to Find Out More?**

To find out more about the post and for initial inquiries, we welcome having a good conversation with all candidates. To arrange an informal chat about the role(s) you are interested in then please do not hesitate to contact [recruitment@frontlinefife.co.uk](mailto:recruitment@frontlinefife.co.uk).

To apply for a post, please submit your application form to [recruitment@frontlinefife.co.uk](mailto:recruitment@frontlinefife.co.uk) by the closing date noted above.

**Successful Candidates** are subject to PVG Disclosure checks. Successful candidates securing a post regulated by the Care Inspectorate must register with the SSSC and must meet the required standards for the post within the permitted time as directed by the SSSC.

Frontline Fife, as a Disability Confident employer, is committed to supporting job applicants and staff with a disability or long-term health condition. We commit to offering an interview to disabled people when the essential job criteria are met.

**Frontline Fife Registered Charity: Charity No SC021832**

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