



Recruitment Information Pack

February 2025



Registered Office:
57-59 Viewforth Street, Kirkcaldy KY11 3DJ
Company No: 179304
Scottish Charity No SC021832

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 mid-sized, Scottish registered charity which works with communities and partners to end homelessness through preventative action and by tackling the root causes of poverty and inequalities.

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. Central to all that we do is our commitment to human rights. As a fundamental premise we believe 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.

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 comprising academic, policy, practice and lived experience knowledge and skills. 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 person 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 the following values:

- To work with efficiency,
- To have Integrity,
- To be responsible for all that we do, and
- To 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** includes 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** enables individuals to keep their home and prevent them from losing their tenancy or becoming homeless.
- **Accommodation services managed by Frontline Fife on behalf of Fife Council** 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.

Impact of Services and Feedback from People We Worked With

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 - Annual review 2023/24](#) for the 2023-24 Annual Review.

Feedback from Our Staff Team Past and Present

James: "I feel fortunate to have had such a breadth of experience at Frontline Fife, starting with my internship. I don't believe there are many organisations where I could have had such a close influence on high level policies and gained such valuable experience of this as well as gaining practical experience assisting vulnerable people in crisis."

Jackie: "I joined Frontline Fife as the Lead for Short-term Housing Support in May, 2023. The development opportunities I have been given alongside the excellent support I have received from Caryn, CEO, and my colleagues, has allowed me to see my potential and learn a variety of skills I never had the chance to do in previous employment."

Laura: "I felt the whole recruitment process was very well organized, with clear communication throughout. I really appreciated how the interviewers made me feel at ease after getting myself too nervous. The overall experience left me feeling excited about the potential opportunity to join the team."

Pam: “I have worked within the organisation for almost 23 years (Cornerstone/Frontline Fife), I have a good relationship with staff and tenants. It’s good to see and work with different people and follow their journey through homelessness and see how they progress and move to their own tenancy. I get support from my colleges and management; we work as a team to get positive outcomes. I often get some nice comments from tenants saying thank you for all that I do for them. This makes my job worthwhile. I do my job to the best of my ability and keep the flats running smoothly. Am loving my job, I meet a lot of lovely people and it’s good to see tenants change mostly for the better while in our accommodation.”

Information about Homelessness in Scotland and Fife (2023-24 Data)

Scotland has some of the most progressive homeless legislation and policies in the UK, despite this however, the unmet need for housing remains critical. Local Authorities are unable to meet their statutory obligations. Moreover, by the end of March 2024, Fife and other local authorities declared a housing emergency.

Recent figures for Scotland show that in 2023/24, there were 40,685 homeless applications made to local authorities, of which, 33,619 households were assessed as being homeless or threatened with homelessness.

Within Fife Council’s Homeless Strategy 2024 to 2027 it is reported that last year alone, there were around 800 households living in temporary accommodation at any given time of which approximately 380 were children. And over 1,800 households were assessed as statutory homeless and waiting for a permanent home. It is also cited that “the vast majority” of households accepted as homeless (around 86%) have no support or specific needs. A minority have very complex needs and there is a spectrum of support and other needs being presented by individuals/families claiming homelessness.”.

To address the reported level of need, Fife Council set out a vision similar to that some years previously put forward by the United States and other western countries i.e. that Homelessness is prevented where possible, and where unavoidable, the experience is short with minimum transitions and non-reoccurring.

In working towards this vision Fife Council has identified the following key priorities;

- to increase the housing supply to meet existing needs,
- to increase prevention and
- To make homelessness short and non-recurring.

Frontline Fife overwhelmingly supports Fife Council’s vision and priorities. As a charity, we will continue to deliver services which respond to the current housing and homelessness crisis. Importantly, we will also continue to fulfil our purpose by responding to those in our local communities whose needs may not necessarily be reflected in local and national policies, plans and statistics.

Links to Key Policy Documents:

[Ending homelessness together: annual report to the Scottish Parliament, November 2024 - gov.scot](https://www.gov.scot/publications/ending-homelessness-together/annual-report-to-the-scottish-parliament/november-2024/pages/11.aspx)

<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 offers regulated services and supports 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. If you are invited to an interview and you require accommodations/reasonable adjustments, then you should let us know as early as possible so that we can consider your needs and make the necessary arrangements in good time prior to interview. 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.

Employee & Wellbeing Benefits

- Working in an open culture with colleagues who are committed to Frontline's values and ending homelessness.
- Where appropriate, welcome payment for PVG/disclosure check and reimbursements for the first year's SSSC registration fee.
- Flexible/blended working arrangements
- Fully Funded Training, Professional Development and regular Support
- Real Living Wage Employer
- 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)*
- Competitive employer/employee Pension Contribution Scheme
- Business travel allowance
- Free access to an employee assistance programme with confidential advice/counselling support.
- Wellbeing and Lifestyle benefits e.g. discounts on lifestyle benefits, gym memberships and access to membership scheme e.g. Blue Light Membership Scheme

*If not stated otherwise in the job description.

Keeping People's Data Safe

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.

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.

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

Successful Candidates are subject to PVG Disclosure checks. Successful candidates securing a post within a regulated service 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

