



Application pack for the post of  
**Enquiry Team Member**

March 2021

Together we can find a home for every child who needs one.

# Introduction

**Together we can find a home for every child who needs one.**

Thank you for your interest in the post of Enquiry Team Member. This is an exciting opportunity to be part of the rapidly growing Home for Good team and enable us to increase our reach and impact as we seek to find a home for every child who needs one.

This pack outlines the role and provides a little information about Home for Good. It includes:

- An introduction to Home for Good
- The job description
- The person specification
- Essential employment information
- An outline of the application procedure
- Ethos statement

If you have any questions or would like an informal chat about the role, please do contact me.

## **Hannah Fillier**

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# An introduction to Home for Good

Together we can find a home for every child who needs one.

Our vision is **a home for every child who needs one.**

Every fifteen minutes in the UK, a child will come into care. Many will have suffered neglect or abuse, all will experience trauma and loss. Each one deserves a home where they will be loved, nurtured and enabled to thrive, whether that's through short-term or long-term foster care, with a new adoptive family, or through supported lodgings. **But more families are urgently needed to ensure all children and young people can grow up in the family and setting that is right for them.**

Almost 100,000 children are classified as looked after in the UK, an increase of 3% on last year. More than 80% of these children need to be cared for by a foster family, yet there is a national shortage of 8,600 carers, both to meet this need and to account for carers who will retire in the year ahead. More than 3,000 children are waiting for adoption in the UK, and more than a third have already been waiting eighteen months or more. Many are over the age of three – they know they are waiting.

**Within these figures, there are groups of children for whom things are especially challenging.**

Children and young people of Black and minority ethnic heritage are disproportionately represented in the care system, and Black children are less likely to go on to be adopted, even when this is deemed the right plan for them. Children with disabilities or complex health needs are among those who wait longest for the right family environment, and all too often, children in sibling groups have to be separated because social workers are unable to find a home for them where they can stay together. Finally, teenagers in care are increasingly being placed in unsuitable accommodation, instead of being offered the chance to thrive and be supported within a family setting.



**The coronavirus pandemic has accentuated so many of society's challenges, and the hardest hit are the most vulnerable.** Significant among them are children and young people in or on the edge of care and those with care experience, and numbers of children coming into care rose to its highest level for four years during the autumn of 2020 as the impact of the first lockdown on vulnerable children became more apparent. We expect this will be the case again, following the lockdown at the start of 2021.

**While these issues are significant, Home for Good believes there is hope – and this hope comes through the UK Church.**

**We believe the Church is ideally placed to ensure that every child and young person has the loving home they need.** Our Biblical mandate to care for the vulnerable, extend hospitality and seek justice compels us to action. Through opening our homes and hearts to children and young people in care, and through our churches becoming a welcoming and supportive community to all looked after and adopted children and the families who care for them, we can make a transformational difference.

With this foundation, we aim to achieve our vision of a home for every child who needs one through five objectives.

**We influence** the Church, the Government, the sector and wider society, raising awareness of the needs of vulnerable children through thought leadership, media and political engagement, and advocacy campaigns. Our credible voice is bringing a shift in cultural attitudes and meaningful improvements to policy and practice, to ensure every child and young person has the home and family environment they need.

**We inspire** individuals, churches and the faith community at large to play their part for vulnerable children through church engagement at local, regional and national levels, taking every opportunity to motivate the Church to respond. Our compelling vision is reaching thousands of Christians who are stepping forward to explore fostering, adoption or supported lodgings, standing with Home for Good in prayer and support, and speaking up on behalf of vulnerable children.

**We inform** individuals, churches and church clusters through resources and content, training packages, events and services, for every stage of their journey from inspiration to welcoming a vulnerable child – and beyond. Our comprehensive programme is equipping families as they explore fostering, adoption or supported lodgings, and equipping churches and communities to better welcome, understand and support families who care for vulnerable children.

**We invest** in ongoing research, mapping, exploration and evaluation, to ensure we intentionally focus our activity where we can meet the greatest needs and have the biggest impact. Our conscientious strategy is enabling us to focus our attention on the children who wait longest and are least likely to experience permanence or a stable family environment, and to bring innovative solutions to ingrained and perceived insurmountable problems.

**We invite** strategic partnerships and seek to build purposeful and mutually beneficial relationships with other charities and networks, believing that we can go further together on behalf of vulnerable children. We also work closely with local authorities, regional adoption agencies and voluntary adoption agencies on targeted campaigns. Our collaborative approach is ensuring that we are part of a cohesive and united effort to meet the needs of vulnerable children at every point of their life.



# Job description

**Together we can find a home for every child who needs one.**

## Summary of Role

The enquiry team is central to the Home for Good vision, providing an excellent service to inform, equip and encourage all enquirers in their journey, enabling our missional aim to find a home for every child who needs one through fostering, adoption and supported lodgings, through the local church in the UK. Each enquiry team member plays a vital role in journeying with individuals and couples as they explore caring for vulnerable children.

## Organisational culture

We invite all staff to actively support Home for Good, its culture and team-spirit through a positive attitude, not allowing 'good' to be the enemy of 'best', enjoying people and all associated quirks, loving Jesus in a tangible way, leading and participating in team activities and events with joy and openness and carrying a passion to serve and support vulnerable children.

## Reporting Lines

Reports to – Head of Enquiries and Family Care

## Location

Anywhere within UK with occasional travel

## Main Tasks

### 1) Enquiries

- Respond promptly to enquiries coming in via email, phone and web forms, providing accurate information and a friendly and empathetic service
- Hold a caseload of enquiries, taking them through the enquiry journey at a suitable pace and signposting to relevant family care services or other Home for Good activity where appropriate
- Where appropriate, offer prayer to enquirers and be prepared to pray verbally over the phone or in written communications
- Support the Head of Enquiries and Family Care by identifying trends in challenges faced by enquirers, to allow the development of appropriate resources/events in response to current needs

### 2) Online events

- Deliver a proportion of online information events and webinars, approximately two per month (usually in the evening)
- Support the Head of Enquiries and Family Care in the development of the programme of online information events and webinars, contributing ideas and being part of group reflection and evaluation

### 3) Family Care

- Support the Head of Enquiries and Family Care with specific tasks or projects related to the Family Care service as required (e.g. peer support groups, pool of volunteer counsellors, Home for Good Summit)
- Identify enquirers in need of the Family Care service and refer or signpost them appropriately

#### 4) Maintaining excellence in the enquiry service

- Commit to professional development to ensure your knowledge remains up to date
- Adhere to robust, effective and efficient processes, keeping meticulous records in line with Home for Good database and reporting structures, ensuring compliance with GDPR and safeguarding regulations
- Work collaboratively across the wider Home for Good team; contributing expertise when required and ensuring that enquirers can access other resources and information from other teams
- Work closely as a team to ensure an efficient response to all enquiries and that the phone line is covered appropriately throughout the week

*This post is subject to an Occupational Requirement that the postholder be a committed Christian under Part 1 of Schedule 9 to the Equality Act 2010.*



# Personal specification

Together we can find a home for every child who needs one.

<b>Education/Qualifications</b>	<b>Essential / Desirable</b>
1. Educated to degree level or with relevant experience	Essential
2. Qualifications or training in a relevant field (e.g. social work, attachment or early trauma, therapeutic parenting)	Desirable
<b>Experience</b>	
3. Direct experience of the assessment process for fostering or adoption (either personally or as a social work professional)	Essential
4. Experience of interacting with the public in a work context using a variety of communication methods	Essential
5. Experience of providing excellent customer service	Desirable
6. Experience of using databases or other computer systems to accurately record information	Desirable
<b>Skills/Abilities</b>	
7. An up-to-date knowledge of fostering, adoption, supported lodgings and the assessment process	Essential
8. Strong organisational skills, ability to prioritise and attention to detail	Essential
9. Proactive with a positive problem-solving attitude	Essential
10. Ability to interact courteously and effectively with a wide range of people both internally and externally, by phone, email and face-to-face.	Essential
11. Flexible and able to work in a changing work context	Essential
12. Resilient with the ability to think clearly under-pressure, maintaining a calm and professional manner	Essential
13. Competence in Microsoft Office applications and ability to learn other relevant applications/systems	Essential
<b>Personal Qualities</b>	
14. A clear commitment to the Christian faith and agreement with Home for Good's basis of faith.	Essential

15. Passionate about promoting fostering and adoption and able to identify with and be committed to the vision and ethos of Home for Good.	Essential
16. Empathetic, with the ability to get alongside and support those going through challenging circumstances	Essential
17. Ability to maintain high standards of ethics, integrity and professionalism, including handling sensitive information with confidentiality	Essential
18. Capacity for self-reflection and a commitment to accountability, learning and personal growth	Essential
19. Able to travel and occasionally work weekends and evenings.	Essential





# Employment information

Together we can find a home for every child who needs one.

Job title:	Enquiry Team Member
Purpose:	See job description
Location:	Home working, with occasional travel within the UK. Post holders should have a suitable work setup that can enable them to have confidential conversations with enquirers.
Contract length:	Permanent
Start date:	Negotiable.
Hours of work:	21 hours per week (0.6 FTE)  Some weekend and evening work will be required. Home for Good operates a time-off-in lieu system. At least two working days will need to be fixed and the post-holder will be required to cover the phone lines from 9am to 5pm (with an hour's lunch break).
Holiday entitlement:	25 days per year (pro rata), three of which must be taken between Christmas and New Year. Statutory Bank Holidays are additional.
Salary:	£25,000 to £27,500 (pro rata) depending on experience
Pension / Life Assurance:	After three months automatic enrolment into a direct contribution pension.  Home for Good has a Group Life Assurance policy for all employees.
Overtime:	Paid overtime is not applicable to this position.
Period of notice:	One month's notice by either party or statutory notice (whichever is the greater), which increases to two months after one year's employment.

# Application procedure

Together we can find a home for every child who needs one.

To apply, please download and complete the application form and submit it online via the [Job Opportunities section](#) of our website.

The closing date for receipt of applications is **9am on 19 April**. Short listing will take place soon after the closing date.

The selection process will include two interviews over Zoom. These will take place during the week beginning **26 April**. When a decision has been made, we will inform all candidates of the outcome.

Home for Good will treat your application as private and confidential. Unsuccessful candidates will be notified by email and their applications will be securely destroyed after one year.

Our Equal Opportunities Policy includes facility for justifying that all posts have an occupational requirement that they be occupied by people who can demonstrate a personal Christian faith. Candidates are therefore asked to confirm that they assent to a statement of faith, which is summarised through the Nicene Creed (see Ethos Statement).

We welcome applications from all suitably qualified persons and all appointments will be made on merit. We are seeking to ensure a diverse workforce and welcome applicants from ethnic minority groups who are currently under-represented at this level in the organisation.



# Ethos statement and Values

**Together we can find a home for every child who needs one.**

Home for Good is a movement of individuals and churches who believe that every child should have a safe and loving home where they can thrive.

We believe the Church community is well placed to step up to offer homes to children who are not able to live with their birth family and wrap around in support of foster and adoptive families. We therefore aim to change the culture in churches throughout the UK to make caring for vulnerable children a significant part of their life and ministry.

We also believe that people of faith should be treated fairly during the assessment process.

Home for Good is a bearer of good news. Children and young people being nurtured in loving homes is good news for some of the most vulnerable children. It's also good news for the Church to fulfil God's call to care for those in need. It's good news for our communities, and it's good news for our country.

Home for Good is a national charity dedicated to inspiring, equipping and coordinating the network of local movements, churches and individuals who are making the Home for Good vision a reality.

Home for Good is committed to working in partnerships with churches, voluntary and statutory agencies, local authorities and other organisations to effectively achieve our aims.

Home for Good is focused on the Christian Church, but our intention is that our work will be of benefit to people of all faiths, and none.

## Our values

Our two core values are the twin threads that run through every aspect of our work. All that we do is shaped by, built upon, and fuelled through being **child-focused** and **faith-rooted**.

### Child-focused

Children and young people will always be at the heart of Home for Good. We are passionate about finding a great home for every child who needs one, where they will be loved and nurtured and enabled to thrive. We affirm the infinite value and believe in the potential of every child. We will do all we can to advocate on their behalf, championing their needs and celebrating their successes, ensuring their voices are heard.

### Faith-rooted

Our Christian faith inspires, motivates and encourages us to act and to believe that change is possible as we stand firmly on a strong theological foundation and commit to prayer for every aspect of our work. We will hold on to faith amidst setbacks and challenges and step out in faith to act. We are open about our faith and recognise the potential in the Church to make a difference, but we do not expect preferential treatment and are keen to work in partnership with those of other faiths and of no faith.

## Our principles for working

We are:

### Innovative

We seek new and creative solutions. We see opportunities and possibilities. We are dynamic and responsive. We dream about what could be and then we intentionally plan, develop and create all that is needed to get there.

### Relational

Within our team, across our organisation and throughout our networks, we value relationship and believe in the synergy of collaboration. We dream together, we make decisions together and we work together. We celebrate diversity, respect differences and are generous with our ideas.

### Hopeful

We are optimistic and focus on what can be done to find solutions. We recognise that fostering and adoption are not easy and will be honest about challenges and frustrations, yet we seek to be a catalyst for change and make a positive difference in every situation.

### Excellent

We are professional, invest in training and ensure a good level of understanding. We are eager to learn from those with experience and expertise. We enable people to play to their strengths and always go above and beyond.

Home for Good has chosen the Nicene Creed as our statement of faith:

- We believe in one God, the Father, the Almighty, maker of heaven and earth, of all that is, seen and unseen.
- We believe in one Lord, Jesus Christ, the only Son of God, eternally begotten of the Father, God from God, Light from Light, true God from true God, begotten, not made, of one Being with the Father. Through him all things were made. For us and for our salvation he came down from heaven: by the power of the Holy Spirit he became incarnate from the Virgin Mary, and was made man. For our sake he was crucified under Pontius Pilate; he suffered death and was buried. On the third day he rose again in accordance with the Scriptures; he ascended into heaven and is seated at the right hand of the Father. He will come again in glory to judge the living and the dead, and his kingdom will have no end.
- We believe in the Holy Spirit, the Lord, the giver of life, who proceeds from the Father and the Son. With the Father and the Son he is worshiped and glorified. He has spoken through the Prophets. We believe in one holy catholic and apostolic Church. We acknowledge one baptism for the forgiveness of sins. We look for the resurrection of the dead, and the life of the world to come.

We expect our Staff, Champions and Local Movements to ascribe to this statement of faith.

