

Building better lives



Recruitment Information Pack *for* Care and Support



RECRUITMENT INFORMATION PACK

for CARE AND SUPPORT

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Welcome to GreenSquareAccord and thank you for taking the time to find out more about our organisation and in particular our care and support services.

We're proud that we have a long history of supporting tens of thousands of people across England by providing affordable housing, care and support services. We are here to help people live well and as independently as possible. We are privileged to be able to do work which makes a real difference to the lives of people in our communities every day.

WELCOME

Our key focus is building better lives and we do that by providing various types of care and support in different settings. With every service we provide, one thing remains – the opportunity for our customers to live their best lives.

Some of our customers need specialist care to support them in living well with dementia, learning disabilities or mental health needs. Others come to our services after a challenging life experience – such as involvement in the criminal justice system, experience of domestic abuse or homelessness.

Whatever Care and Support role you choose to apply for at GreenSquareAccord, you will have the opportunity to bring passion, drive and heart to your working life – and the chance to go home every day knowing you have made a real difference.

In these pages you can find out more about our work and what it means to be part of the Care and Support team at GreenSquareAccord, a team I am immensely proud of.

I hope you enjoy reading more about us. If you think we are the sort of organisation you would like to work for, we wish you the best with your application.

Many thanks,



Maxine Espley

Maxine Espley MBE
Chief Operating Officer

GreenSquareAccord is one of the biggest social housing and care providers in England.

We believe passionately in our mission to build better lives and provide social housing and support services to 54,000 people across our four localities. We are proud to play an active role in helping people to deal with the consequences of the housing crisis by providing affordable homes for people in our communities who need them most.

We also provide care and support to some of the most vulnerable people in society. This includes support for people who are homeless, experiencing domestic violence or are part of the criminal justice system. And we provide over three million hours of care a year to people in their own homes, living in extra care services or within residential or nursing homes.

A BIT ABOUT US

GreenSquareAccord was formed in April 2021 from the merger of the similar-sized Accord Housing Association, based in the West Midlands, and GreenSquare Group, based in the South West. Both organisations have a long history of providing affordable homes and support services for people in need.

GreenSquare's origins date back to 1866 when the Oxford Cottage Improvement Company Limited established itself as a local pioneer in driving housing reform. And the origins of Accord date back even further with creation the Harpers Almshouse charity in 1511 to provide lodging for poor men visiting Walsall.

For both Accord and GreenSquare, various partnerships and mergers in more recent years have brought together locally-based housing associations; and, in Accord's case, there has been significant growth in the delivery of care and support services.

Now, this coming together of these two strong organisations has created one that's even stronger with ambitions to do more - and do it better - than either could on its own.



4,000
colleagues



3,000,000
hours of care
delivered every
year



100+ care
and support
schemes



54,000
housing
customers



25,000
homes

THE GSA WAY

Our culture and behaviours

We are curious and ambitious

- Embracing change
- Being proactive in shaping improvements
- Learning from our mistakes



We are supportive and caring

- Valuing differences
- Building strong relationships
- Listening and seeking solutions
- Doing things safely and looking out for one another



We believe our customer is everything

- Knowing what matters to our customer
- Putting their needs first
- Keeping our promises
- Owning to the end



We are business-minded for social purpose

- Taking pride in what we do and why
- Making the most of our resources and working efficiently
- Being dynamic and working at pace



We are one team

- Contributing to the bigger picture
- Owning our performance and sharing success
- Communicating clearly
- Challenging respectfully



We know that how we do things is just as important as what we do. To help us make a difference, together, we created **THE GSA WAY**.

A culture we commit to, aspire to, and live and breathe. Commitments and behaviours which together make our organisation what it is.

Here is the story of **THE GSA WAY** told through our colleagues.



With over 25 years' experience in over 100 care schemes, providing three million hours of care each year - GreenSquareAccord provides a hugely rewarding place to work.

All of our roles in care and support are equally as important. You might join us in a support office role, or a management role, or you might be more interested in the hands-on delivery of care and support services. Regardless of your position, you can be proud to know you are making a difference every single day.

In a frontline role

At GreenSquareAccord, we operate a wide variety of services to a range of people from all walks of life. This includes, but is not limited to:

- ◆ Older people's residential care and extra care
- ◆ Specialist dementia care
- ◆ Mental health nursing and residential care
- ◆ Residential care and supported housing for people with learning disabilities
- ◆ Domestic abuse services
- ◆ Supported housing for offenders
- ◆ Supported housing for people who have experienced homelessness

In whatever service you join us in, you will create endless opportunities for new life experiences, which help people grow and develop immeasurably.

Your role with us can vary from helping people manage their work life, finances and tenancies, to helping people complete their personal daily routines and continue

to do the things they love. Our personal carers and help at home colleagues support people with everyday tasks such as washing, cleaning, cooking and eating, and our activity coordinators plan fun activities in our own settings and in the community.

Some of our customers find it challenging to do some of these tasks on their own and need support to complete them. We're here to help people live fulfilling, independent lives.

Just like everyone else, the people we support have different goals, such as accessing education or work, help with budgeting or accessing money advice - or even organising a holiday. By working at GreenSquareAccord, you can help them make all this, and more, happen.

In a central support role

Behind the scenes sit teams of passionate people devoted to ensuring our focus of being Simply Brilliant Together, such as facilities, quality and compliance, care assessment, activity co-ordination, and much more.

Our central support roles play a huge part in shaping GreenSquareAccord and providing the best customer experience. As a welcoming and ambitious business we're always looking for new people to join our passionate team. So if you're looking for your next adventure, come and join us.

YOUR ROLE

MEET THE TEAM

Our Chief Operating Officer, Maxine Espley MBE, leads a team of four directors. Here you can see who's who and the teams they oversee.



MAXINE ESPLEY MBE
Chief Operating Officer



NICOLE BEECHING
Interim Operations Director - Care and Home Care



BEN TAYLOR
Operation Director- Support



ALEX HICKEN
Director of Quality and Compliance



CLAIRE NUTTALL
Interim Director of Business Development.



Amber Wood dementia-specialist residential care home, Buton-Upon-Trent

Simpler, Stronger, Better is our plan to make sure we become a great social landlord.

Everything we want to achieve in the next five years sits under these **three pledges**.

Under the pledges sit **four objectives** which will help us to meet them:

We will **simplify and strengthen our business**

We will **improve our customer offer**

We will **improve the quality of our existing and new homes**

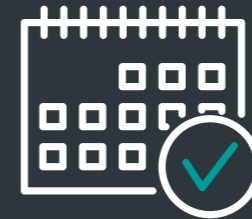
We will **create a culture which empowers our people**



We believe passionately in the work we do, and we want to deliver the best services we can. Our customers face significant pressures and challenges, and this means it is more important than ever that we clearly define our role so that we can make a difference. We want to provide quality homes and excellent social landlord services, support our customers and help to build stronger communities.



OUR BENEFITS



Generous annual leave entitlement



Refer-a-friend cash rewards



Pension scheme with contributions matched up to 6%



Confidential support service with access to free counselling

AN INCLUSIVE EMPLOYER

Everyone who applies to work for us will be considered on their merits, regardless of:

- ◆ Age
- ◆ Gender
- ◆ Disability
- ◆ Marriage and civil partnership
- ◆ Pregnancy and maternity
- ◆ Race
- ◆ Religion or belief
- ◆ Sexual orientation

Our Equality Diversity and Inclusion strategy and policy sets out our commitment to and our Dignity at Work policy details arrangements for making sure our workplaces are free from bullying and harassment.

We actively encourage applications from individuals with disabilities and provide access, adjustments, equipment or other practical support. Under the disability confident scheme all applicants with a disability who meet the essential eligibility criteria for the role, as detailed in the job description, are guaranteed an interview.

If you need any assistance, adjustments or adaptations throughout our selection processes please let us know.



Learning and development opportunities

OUR EQUALITY, DIVERSITY AND INCLUSION COMMITMENTS

At GreenSquareAccord, our Equality, Diversity and Inclusion (EDI) mission is simple. We want to be a diverse and inclusive organisation that reflects the communities we serve. We want to be a fair and inclusive employer and landlord.

This mission is at the core of our corporate strategy Simply Brilliant Together and our purpose of building better lives. We believe that being a diverse and inclusive organisation will deliver better outcomes, not only for our customers, but also our colleagues.

Our goal is for our organisation to have varied perspectives and backgrounds. This will ensure we are diverse to make better decisions, improve colleague's experience and workplace culture, and that there is a range of opportunities for our colleagues to develop and grow, making us an employer of choice.

Our EDI commitments for our colleagues at all stages of their journey with us:

Attraction We are committed to raising the profile of EDI through all of our attraction and branding activity. Our processes and policies are regularly reviewed and benchmarked externally and internally. GreenSquareAccord is somewhere people choose to work.

Our development processes are simple and our learning opportunities will be diverse and available to all, utilising e-learning as part of a blended approach. We encourage two way mentoring and cross-team working so every colleague feels connected and part of building better lives.

Recruitment We promote diversity through our partners and agencies. We are committed to challenging our own and each other's unconscious biases. We collect diversity data, identify diversity gaps, and recruit in under represented areas.

Retention We collaborate; it's clear where and how customers and colleagues shape the organisation and its services and all feel able to participate and contribute. We have a dedicated EDI forum with ambassadors that are championed by our board and leadership group, and there is a clear relationship with other colleague representative groups.

Onboarding From day one colleagues can bring the best version of themselves to work. We encourage individuality of thinking and this is reflected within our onboarding processes which will be customised to suit individual learning styles.

We utilise 'Speak Out' our confidential dedicated EDI feedback channel. We talk about and monitor our EDI performance to support a culture and model behaviours that normalise talking about EDI.

Development EDI is at the centre of everything we do. Colleagues are trained and confident in the importance of EDI.

Separation We support colleagues when they decide to leave us and use this as a opportunity for growth. We get feedback and use it as part of inclusion activity. We seek to understand the colleague experience from colleague exits.



Equality is about fairness and everyone having an opportunity to make the most of their lives. **Equity** is about giving more to the customers and colleagues that need it. We strive for equality and equity is how we get there.



Diversity is recognising and valuing the differences in all of us, valuing each other and what we all bring.



Inclusion Is inviting and supporting differences, giving colleagues and customers the confidence to be themselves and be part of the journey.





**Green
Square
Accord**

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