



BCHA Welcome & Information Brochure 2020



Welcome

Thank you for your interest in BCHA. I'm delighted that you're considering becoming part of the BCHA family.

Now is a brilliant time to join us after having recognised 52 years of serving our customers and communities since 1968 and celebrating 50 stories of lives changed with our Bchangemakers campaign. Do have a read of the stories at www.bchangemakers.org.uk.

As a leading provider of homelessness, health and both supported and general social housing and life changing services across the South West, we are extremely passionate about helping people. We are also very proud of our dedicated teams and hardworking staff who make all of this happen. The environment in which we work is challenging, agile and relatively fast moving, progressive and friendly environment with plenty of work to do every day to help our customers reach their goals and ultimately fulfil our business plan and ambitions. We are a charitable registered provider of Housing, regulated by the RSH and accessing grant funding from Homes England to buy and build more urgently needed homes for our customers.

We strongly believe in our Vision, Mission, Values and Behaviours and the Social purpose & mission that we are on. We must make time to listen and understand the individuals who use our services and live in our homes to allow ourselves to understand what matters to them and take time to continually develop and invest in properties and services.

We are looking for people who genuinely care about people who experience homelessness and related health and well-being needs, as well as people having to survive on lower incomes needing social and more affordable homes to live in. You need to be passionate and creative in all you do, always looking to grow and improve personal competences and experiences.

You really will have many opportunities to make a real impact and difference to so many lives.

I hope you will apply to join us.

To find further information, please take a look at our website www.bcha.org.uk.

Martin Hancock

Chief Executive

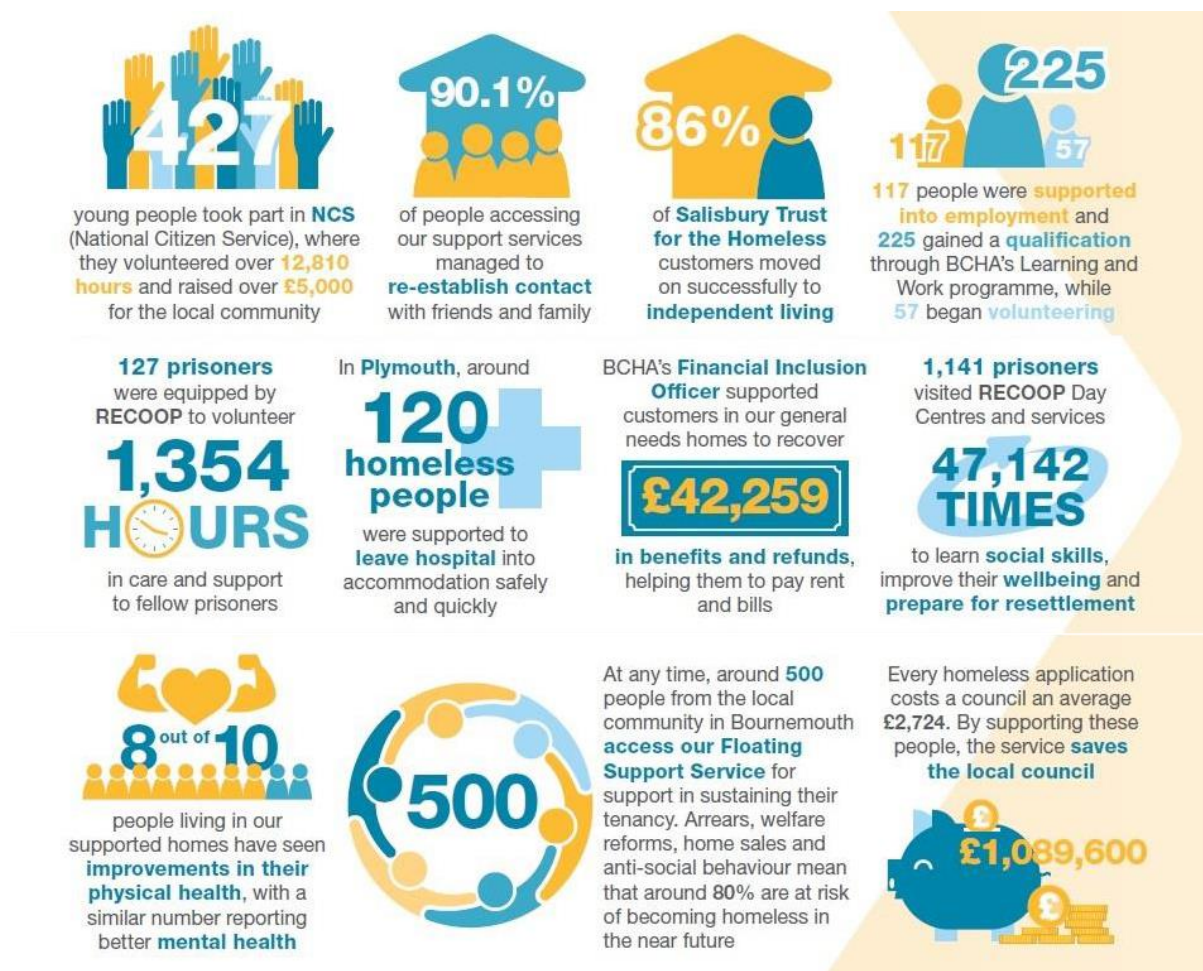


Organisation Overview

Bournemouth Churches Housing Association was founded in 1968 by a number of local churches, to try to make a practical contribution to local housing problems.

Since then, BCHA has grown from strength to strength. We are a major provider of a diverse range of housing, support and learning services for socially excluded people. Although based in Bournemouth, we currently deliver services across the South from Plymouth to Portsmouth and up to Yeovil, Salisbury and Andover.

Impact of our services:



We want to prevent:



Homelessness



Domestic Abuse



Mental Health and Wellbeing



Social Exclusion



Unemployment



Making Your Application

BCHA uses an online application platform called Talentvine.

Please take a moment to review the job description & person specification before making your application.

Once you have sent through your CV you will have some prescreening questions to answer. If you haven't had an opportunity to answer our prescreening questions, please check your emails as these will have most likely been sent to you in an email.

When answering our prescreening question as to “why you are suitable for the post” Please keep to a maximum of 500 words. This is your opportunity to demonstrate your suitability for the role and in doing so we would like you to include your motivation for applying for this role and the benefits to BCHA of your appointment. Please also tell us how your skills align to the requirements as outlined in the Person Specification.

We will acknowledge your application within 24 hours of receipt, so in the event you do not receive this acknowledgement, please let us know so that we can check. Proof of emailing your application is not proof of receipt. We look forward to receiving your application.

Expectations & Behaviours:

Attitude is a key determining factor when recruiting and when you are in role. Taking pride and ownership in all you do, being reliable and responsible, encouraging initiative and creativity within your team, along with an attitude of achievement are vital. Dealing with problems by identifying solutions, working collaboratively with others, always recognising the importance of the individual, both customer and colleague, will bring you and the organisation the success we desire to help Build Better Lives, Better Homes and Better Communities for us all. You will need resilience and the ability to adapt to a range of customer, colleague, stakeholder & commissioner needs, as well as a creative and innovative approach embracing and championing change and technologies as well as listening to and having empathy with, and for, our customers.



BCHA Values

- ✓ **Personal integrity:** Honesty, openness, reliability, accountability, confidentiality.
- ✓ **The importance of every individual:** Respect, caring for people, treating people as we would want to be treated, equal opportunities, valuing differences and working in a non-discriminatory way with all people, non-judgemental, not exploitative, holistic in our approach.
- ✓ **Outstanding service to people:** To honour and empower the people we serve. To create an environment where people can take control of their own lives. Offering choice wherever possible. Exceeding expectations.
- ✓ **The importance of working together:** Being supportive and working as a team. Recognising that we achieve more when working in harmony - both within the organisation and with our partners, than we can achieve by working on our own. Being flexible and creative in responding to needs.
- ✓ **Professional competence:** More than just getting the basics right. To be highly regarded in our field. Maximum delegation. Empowerment and development of all staff. Giving best value. Offering quality services.

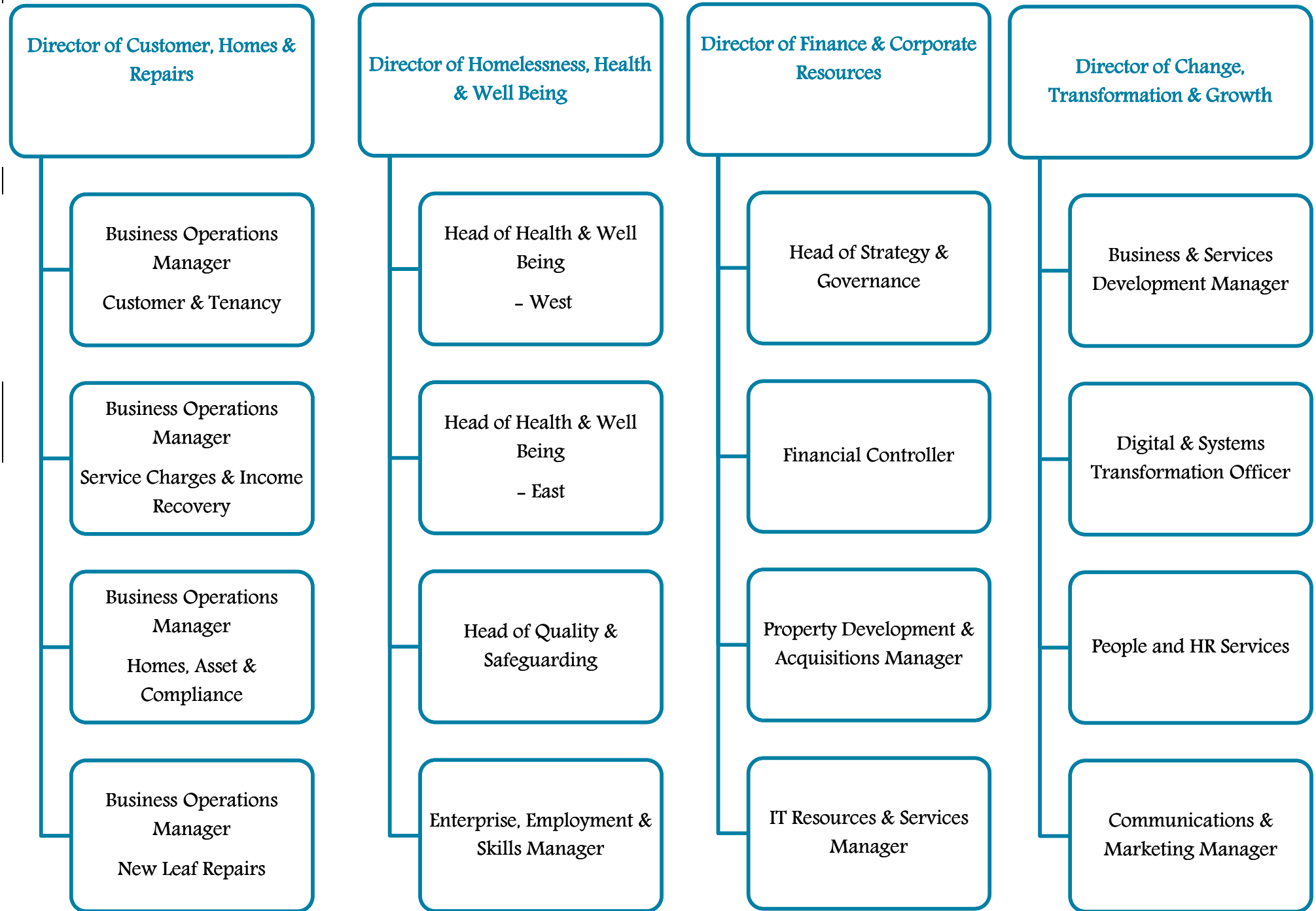
BCHA Behaviours

In addition to our values, our staff selected a list of eight key behaviours which they felt were important in delivering our values:

- ✓ Taking pride and ownership in all I do
- ✓ Being reliable and responsible
- ✓ Encouraging initiative and creativity
- ✓ Recognising and complimenting good work
- ✓ Ensuring the person in front of me knows that they are important
- ✓ Having an attitude of achievement
- ✓ Talking to each other, not about each other
- ✓ Saying thank you



BCHA - Organisational Structure





WE ASKED WHAT PEOPLE THOUGHT ABOUT WORKING AT BCHA

My words of encouragement to a new colleague would be...

YOU ARE MORE CAPABLE THAN YOU THINK YOU ARE (smiley face)

BELIEVE IN YOURSELF.

BCHA has supported me to...

do my level 5 diploma

The reason I'm working at BCHA is...

Inspired by helping people struggling with addiction.

NEVER BE AFRAID TO ASK FOR HELP OR ASSISTANCE

At work, I look forward to...

every day

The reason I'm working at BCHA is... to share a little of what I know to help others help themselves bring about change.

At work, I look forward to...

working for our customers

KEEP AN OPEN MIND AS THERE ARE OPPORTUNITIES TO SHINE

all we have achieved.

I'm proud that last year / my team / a customer... Embraced change.

BCHA has supported me to...

Be my self.

My favourite memory from work last year is...

Seeing a man on resident leave BCHA into his own flat after 2 years.

We are all in this together

At work, I look forward to...

Seeing how clients are progressing.

Please do not hesitate to contact me if you have any queries on our recruitment process.

We cannot wait to hear from you.

Jamie Furer | Recruitment Advisor

Tel: 01202 410646

BCHA, St Swithuns House, 21 Christchurch Road, Bournemouth, BH1 3NS

Our latest job vacancies at BCHA: <https://apply.talentvine.co.uk/search?clientid=2428&departmentid=-1>
Creating lasting solutions to homelessness, unemployment and social exclusion in our communities.



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INVESTOR IN PEOPLE

Bchange
makers

