

Sanctuary  
Supported  
Living



Join our team

**Be your best!**

pathways for  
**independence**



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# #BeYourBest



## Hello, and thank you for your interest in finding out more about us.

Sanctuary Supported Living is a registered charity, with a strong social purpose.

We're part of Sanctuary, one of the country's leading housing and care providers, and we have over 50 years of experience in supported housing.

Working closely with residents, their families, carers, and health professionals we deliver quality support and housing through over 600 supported living and retirement communities across England, as well as a technology enabled living service.

From the top of our organisation to the frontline, we are united in working together for our mission – helping people on their pathway for independence.

Here, you can find out more about what we do and what it's like to be in our team and #BeYourBest.

Good luck with your application, I very much hope you can join us.

**Dave Shaw**  
- Operations Director, Sanctuary Supported Living

# Who we are

Through quality support and housing, we equip people with confidence, self-esteem, and the life skills they need to live independently - whether that's for the first time, following a significant change in circumstances, or through their retirement years.

Our supported living services specialise in housing and support for young people, homeless families and individuals, people with physical disabilities, learning disabilities, and people with mental health needs. We also run domestic abuse services and have retirement communities which support people to live independently as they get older.

Our technology enabled living service provides emergency telephone support through assistive technology 24-hours a day to support vulnerable people to live more independently in their homes. The technology enabled living team also provide out of hours and wellbeing support for Sanctuary's residents, and emergency support for Sanctuary's lone workers.

## Our vision

No one should be excluded or left behind. Our vision is that all vulnerable people have access to the same housing opportunities as everyone else, and that everyone gets the support and encouragement they need to live as independently as possible.

We need great people to make this happen and you can be part of our ambitious plans for the future.

## Why it matters

Our services change lives – they give people the opportunity to reflect, restock and get back on track, or the reassurance and peace of mind to carry on living their life to the full when their health or circumstances change.



## Jobs with a purpose

We're a national organisation, but we think locally - we truly care about the people we support and take pride in the services we offer.

As a not-for-profit organisation, we're members of the National Care Forum, and we reinvest any surplus that we make back into our services.

No matter your role - delivering support directly or working in our offices to support our teams - your work makes a difference. Together we can be our best so our customers can be their best.



**“For the first time in 17 years, my drug test is negative, and that’s really through the support of this place”**

**Andrew, resident**

## What makes us, us?

### Providing great housing

Our services include supported housing, housing management, supported housing with care and residential homes.



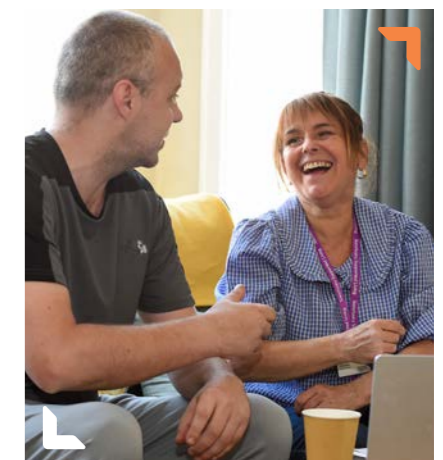
### Caring for our customers

We know what's right and we follow our heart as we support people on their pathways for independence.



### A great place to work

We strive to create a caring culture where people are proud to work, support each other and enjoy what they do.



Scan to find out more about us

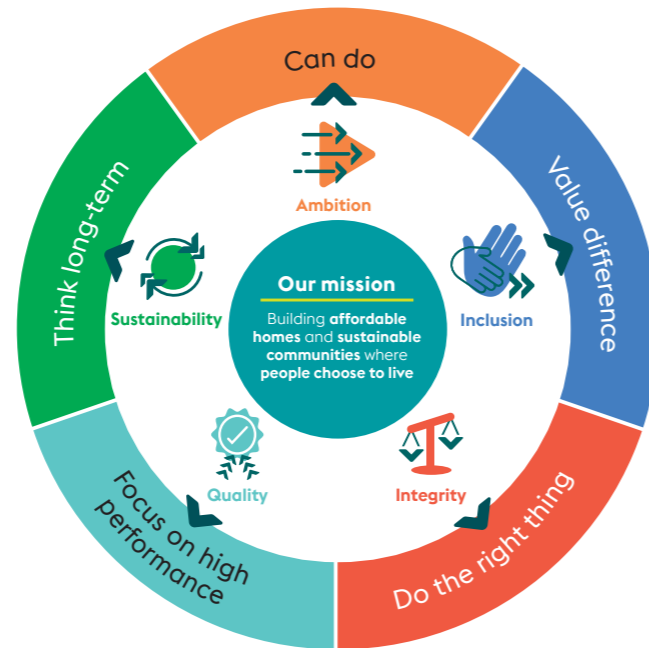
**#BeYourBest**

# Our values

How we behave every day to every colleague, customer and stakeholder, creates the Sanctuary culture.

We maximise our potential to serve our customers by doing the right thing, thinking long-term, and valuing difference to create a high-performance organisation.

We're driven by our values – ambition, inclusion, integrity, quality and sustainability – which describe what we stand for and were developed by our staff and board members from across Sanctuary Group. We hold ourselves to our values and ask that our customers, employees, and stakeholders challenge us to always act with these values in mind.



**#BeYourBest**

# Our promise to you

Our people are the single, biggest influence on our success. That's why, as an employer, we promise to deliver on our commitment to be an even more inclusive workplace and encourage our people to have a voice in shaping our services and our business.

Great things happen when we can be ourselves at work, and inclusive environments which appreciate everyone can help us thrive in our everyday lives.

We have established Staff Networks that provide us with the opportunities to listen and learn from diverse lived experiences:

## disability network

Our Disability Network connects colleagues with disabilities, those who care for people with disabilities, and those who wish to learn more and be allies. The Network's also a platform to raise awareness of all kinds across Sanctuary.

## parent network

Our Parent Network is a supportive group which connects colleagues going through all stages of parenting, providing support and guidance, offering conversation, and giving parents a voice.

## race equality network

Our Race Equality Network creates safe spaces for our colleagues to be able to express themselves without judgment and suggest practices to help bring about changes to foster a healthy work environment where we can all shine.

## PRISM network

Our PRISM Network supports Sanctuary to provide peer-to-peer support amongst Sanctuary's LGBTQ+ employees who identify as a sexually and/or gender diverse individual.

We also work hard to help break the silence and end the stigma around mental health. That's why we've signed the Time to Change Employer Pledge – a commitment to changing the way we think and act about mental health at every level.



Our Inclusion for All strategy sets out the steps we are taking to embed a working environment where people can thrive and everyone can be themselves.



Got a question? Tweet us @SancSL or email [SSL.Recruitment@sanctuary.co.uk](mailto:SSL.Recruitment@sanctuary.co.uk).

# Why work for us?



## No qualifications – no worries

You don't need qualifications to apply for many of our jobs. As long as you're motivated, willing to learn and can demonstrate behaviours that match our values - for everything else, there's training!

## Make a difference that lasts long after the end of your shift

Our services change lives. We support people to do something for the first time, or to continue doing something they love despite their challenges. Sometimes it's about trust and never giving up so that someone can break the cycle of repeat homelessness. Big or small, your work really will make a difference – for the long-term.

## A location to suit you

We're a national organisation with over 600 supported living services, 29 retirement communities and a team delivering technology enabled living services. You can join us from anywhere in the country. Our services are all unique and specialise in certain areas of support or housing so there's plenty of choice to find something that will work around you.

## Career progression opportunities

As we maintain our commitment to support as many people as possible to live independently, there are more career progression opportunities for our staff each year. Learn more, gain experience, and finish your qualifications to climb the career ladder. Or take your career in a different direction. It's up to you!



**Granit Rudaj**  
Deputy Local Service Manager, Ipswich

Granit was a General Nurse in Kosovo before he moved to England with his wife in 2006. Unfortunately, his European qualifications were not recognised in the UK, so he applied for a Domestic Assistant role at Sidegate Lane Nursing Home, which provides nursing care and support for adults with mental health needs. After 15 years he's just started a new role as Deputy Local Service Manager.

**“It's life-long learning when you're working in adult social care”**

**Tracy Corbett**  
Support Assistant, Telford

Support Assistants like Tracy do an excellent job of supporting residents to build their confidence and encouraging them to fulfil their potential and live as independently as possible. Tracy's support makes a big difference to the residents at Sanctuary Supported Living's Station Mews in Telford, which provides care and support for adults aged 18 and over, with a range of learning disabilities.



**“Sanctuary Supported Living fosters a culture where we have a great, can-do attitude, and I'm grateful to be part of an organisation that acts with its values in mind”**

## Be part of a winning team

We've won the West Midlands Care Employer Award 2022-23, in recognition of our commitment to our staff and supporting our teams to be their best. We've also been awarded Investors in People Gold status for the second time - which recognises that we value our staff and have a strong focus on inclusion, teamwork, and empowerment.

## Rewards and discounts

As part of our commitment to making Sanctuary a great place to work, we have developed an attractive employment package. It recognises your contribution, supports your physical, mental and financial health, and gives you the flexibility to tailor your employee benefits. We also offer qualification opportunities. Keep reading for more details about our benefits and rewards.

## Great experience and a valuable reference

A job with us can be a job for life, or, if you're looking to gain experience and knowledge for the job of your dreams, why not start here? We'll teach you all the transferable skills you need, and having Sanctuary Supported Living on your CV will show you're an enthusiastic team player!

## More than just a job

Every day is different. We support our teams to flourish, and you can count on us to make sure you have the tools to do your best. When our teams are the best they can be, our customers can be their best too. Whatever your role or location, everyone makes a difference and is part of a lasting legacy for our customers.

Got a question? Tweet us @SancSL or email [SSL.Recruitment@sanctuary.co.uk](mailto:SSL.Recruitment@sanctuary.co.uk).





# Brilliant work deserves brilliant benefits



## Competitive pay

Competitive salaries with annual pay reviews are just one of the ways we'll reward you.



## Your wellbeing is genuinely important

We offer a range of wellbeing support and tools to support your physical and mental health. From a free, 24-hour Employee Advice service, mental health first aiders and wellness action plans – we've got you covered.



## High street rewards and discounts

Benefit from great discounts and offers on things like gym memberships or breakdown cover and save on your day-to-day expenses such as the weekly shop, and days out.



## Learning and development

Sanctuary Learning Academy gives you access to thousands of learning resources. Progress with our career development tool kits, courses, and e-learning. And if you don't have them already, we'll help you to achieve qualifications if they're required for your role.



## Looking after the pennies

As part of our financial wellbeing service, we can assist you with keeping your finances on track.



## Jetsetter or homebird?

25 days annual leave\* (on top of bank holidays), rising to a maximum of 30 days after 5 years' service. Fancy a little bit more? You can purchase up to three days additional annual leave, and spread the cost in ten instalments! *\*pro rata*



## Planning for your future

Whether you're planning to go on regular holidays or simply spend time on a hobby, Sanctuary will help you to save for the retirement you want with a generous pension scheme. Our Life Assurance will give you and your loved one's peace of mind too.



## Employee recognition

The calibre of our people and the culture we create is the single biggest influence on Sanctuary's success, and we love to shine the spotlight on our colleagues. From national care award nominations, to "thank you" e-cards, we always recognise good work.



## Volunteer your time, on our time

We'll give you two days of paid employee volunteering each year for a chance to give something back to the community and make a difference to the lives of others. Give a little, gain a lot.

# How to apply

Visit our website to find out information about the type of roles we have to offer and to find out about what each of our services do.

## » Get your application ready

Don't worry, there are no lengthy application forms to complete for us – all we need from you is a CV along with a covering letter.

We're looking for likeminded people to help us put customers at the heart of what we do, so check out the job description and tell us in your covering letter what you can bring to the role and what our values mean to you.

## » Apply to join us

To apply, all you need to do is click on the vacancy, create a login and upload your covering letter and CV. It's as easy as that! But if you need some advice, you can contact us on Twitter or our Facebook page.

We know interviews can be daunting, but we're not here to catch you out or make you feel uncomfortable. We just want to find out more about you and what makes you brilliant.

## » Do your research about us

Our website, Facebook, Twitter and LinkedIn is a great place to start.

## » Prepare yourself

If your interview is in person, make sure you know where you're going and have plenty of time to get there. If it's virtual, check the online meeting platform works on your device in advance so you aren't rushing to check on the day. In your interview, we'll assess job specific knowledge and explore behaviours. Our behavioural questions are perfectly aligned to Sanctuary's values.

## We'll be asking you questions like:

- » *Tell us about a time you made a mistake at work. How did you deal with it? What are examples of times you went above and beyond the call of duty to help either a customer or colleague?*
- » *When you have a lot of work to do, how do you get it all done? Give an example.*



Scan here to view all vacancies



Scan here to visit our website



Check out the Star technique to help you structure your answers to the questions.



### Situation

Set the scene by describing the situation you were in

### Task

What was the goal or task you were trying to achieve?

### Approach

What did you actually do and how did you achieve this?

### Result

What was the outcome? What did you accomplish? What did you learn?

## » On the day

Don't worry if you get stuck on a question, need us to repeat it or come back to it later.

You'll have some time at the end of your interview to ask us any questions, because an interview is a two-way process! It's as important for you to determine if the job, our company, our culture and the work environment is right for you as much as it is for us to determine if you are right for us.

Then relax. Once your interview's done, we'll let you know when you can expect to hear from us.

You can view the status and progress of your applications at anytime by logging in to your account but recruiting managers will also contact you via phone or email if you have been successful.

Working with us isn't just another job. It's rewarding, inspiring, exciting, and it provides an opportunity to make a real, positive impact in peoples' lives.

Are you ready to join us and **#BeYourBest?**







# Sanctuary Supported Living

If you would like this publication in an alternative format please contact us.

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[www.sanctuary-supported-living.co.uk](http://www.sanctuary-supported-living.co.uk)

