

FAQs

Who can apply to be part of the Frontline Network's Frontline Worker Advisory Group (FWAG)

Staff working across the UK in frontline roles that directly support people experiencing homelessness and a select group of our Charity team will make up this group.

We determine frontline worker in this instance as follows (please note this is not an exhaustive list):

- Staff who are providing direct support to a group of people experiencing homelessness currently accessing support. **(Managers and Team Leaders who are not responsible for a direct caseload of people accessing support are unable to be part of this group)**
- Staff working in either the voluntary, public or statutory sectors
- Staff working in one of the 4 UK Nations
- Frontline staff working in roles within housing and homelessness settings, Mental Health teams, Criminal Justice System, Drug and Alcohol Support provision, Housing Options as examples
- Staff who bring lived and or learned experiences of homelessness and other wrap around support needs that intersect
- Staff who have worked in the sector for a range of time- whether less than a year, or 10+ years, we recognise the breadth of perspectives this would bring

****Please note-** we recognise that the group of staff we are seeking to be part of our Advisory Group have exceptionally busy and demanding roles. We fully understand that staff may not be able to attend every meeting and we will provide additional opportunities to be involved in our work outside of the FWAG meetings, such as via parallel consultancy opportunities.******

Selection Criteria - Knowledge, Skills and Experience Required

We are keen to hear from frontline homelessness staff, at any point in their career, who evidence how they meet the following criteria to be part of our FWAG.

We are looking for frontline staff who are currently providing direct support to a group of people experiencing homelessness and:

- work in either the Voluntary, Public or Statutory sectors
- work in one of the 4 UK Nations
- work in roles within housing and homelessness settings, Mental Health teams, Criminal Justice System, Drug and Alcohol Support provision, Housing Options as examples
- bring lived and or learned experiences of homelessness and other wrap around support needs that intersect
- have worked in the sector for a range of time- whether less than a year, or 10+ years, we recognise the breadth of perspectives this would bring

- champion equality, diversity and inclusion through your way of working
- can commit to attending and contributing insights during meetings
- have good communication skills
- are willing and able to work as part of a team to share ideas, whilst respecting different perspectives and experiences of other group members

What will I do as a member of the Frontline Worker Advisory Group?

Members of the group will contribute and share their valuable insights during meetings, bring lived and learned experiences of homelessness to support informing, enacting and effecting change and contribute to decisions and national updates. Specific tasks could include:

- Sharing frontline insights and considerations for how we plan our Frontline Network Annual Conferences; session theme focuses, increasing reach in line with EDI considerations of broader representation of groups and topics
- Advising how we grow our reach staff across areas of the UK who are currently not engaged in our work; ways we can better promote our resources and support comms planning considerations
- Drawing on the group expertise, to share insights on our frontline worker annual survey planning-increasing recipient reach, analysis, determining how we share key insights for increased impact and additional decision makers we should reach
- Sharing insights, perspectives and experiences as frontline workers into focuses of our work plan with Homeless Link/ MHCLG Pilar 1, National Workforce Programme
- Participating in strategic conversations for how we can fairly and equitably reach more staff across the UK to access our training programme, VRF and wider resources
- Acting as a key sounding board to critique how we test ideas for programme initiatives, newly proposed workforce support offers
- Sharing insights to support our influencing and communications focuses
- Sharing lived and learned insights that support the development of our new Charity Strategy and considerations for the 100 year appeal.

Limitations of Advisory Group Members

- Members of the group will hold no direct authority over our Charity's organisational strategy, but they will still be able to share their advice around the development of our new organisational strategy,
- By default, this group is not going to be fully representation of the full scope of the homelessness workforce, where we understand the busyness and limitations on staff flexibility in their frontline roles.
- We understand that being part of the FWAG may require staff to do so in their own time and that it might not be possible to attend each meeting due to this. Where this could impact

the breadth of people and roles who could be part of this, we will continue to involve and consult with staff in other ways to account for this.

How often and for how long will each Frontline Worker Advisory Group Meeting take?

- There will be three meetings annually across the financial year. Our first meeting will be 2-4pm on Thursday 19th November 2026, online via a Teams meeting.
- Two will be online meetings via Outlook Teams, lasting up to 2.5hrs, with comfort breaks added in during these.
- A third in person meeting will take place annually at our St Martin-in-the-Fields Charity Offices on Trafalgar Square, London from 10.30am-4pm.
- FWAG members attending in person meetings will have their travel costs reimbursed, and if required due to distance travelled, an overnight stay the night before.

Will there be an Agenda for each Frontline Worker Advisory Group Meeting?

Yes. Three weeks ahead of each meeting, the Frontline Worker Advisory Group Chair will send out an Agenda to the group via email. Advisory Group Members will be asked for any additional agenda items to be sent, and these will be built in accordingly.

It will be the responsibility of each Frontline Worker Advisory Group Member to read through the Agenda points and any advanced actions required, including review of attached documents ahead of each meeting.

Will someone Chair the meetings and take notes?

Yes. Each meeting will have an assigned minute taker from St Martin's Charity team. They will record and document actions to take forward and capture key areas of conversations. Minutes will be shared back to the group within two-three weeks of each meeting. A member of the St Martin's Charity Team will also Chair the meeting and this will help keep us on track with agenda items and time keep.

Our process for shortlisting applicants

We will review each submitted Expression of Interest, referencing this criteria, to shortlist applicants. Those shortlisted will be invited to attend an informal online interview with two members of our team. Interviews will last for up to 1 hour and enable applicants to talk about their frontline experience, highlighting how it could be helpful to their role as a member of the FWAG.

I have a question- can I speak with someone before completing the Expression of Interest form?

Yes, if you have any questions and would like to have an informal chat with us before completing this form, please contact frontline@stmartinscharity.org.uk and we can then arrange this.