



April 2021

Dear Applicant

Hostel Worker (Nights)

Thank you for your interest in our current vacancy of Hostel Worker (Nights). Please find enclosed:

- Overview of our services
- Job Description
- Person Specification
- Application Form
- Equal Opportunities Monitoring Form

The postholder will work on a fixed shift pattern, working 4 shifts of 2330-0730 followed by 4 shifts off on a rolling rota including weekends and bank holidays. The hours worked for this post will average 30 hours per week and the annual salary will be £14,820 (Full time equivalent £19,760), subject to tax and national insurance deductions.

Please note that the hostel operates 365 days a year and the Hostel Worker rota will therefore include weekend and bank holiday working, and this role will be predominantly lone working.

Job share positions may be considered subject to further discussion with suitable candidates and the availability of suitable job share partners/arrangements being reached.

If you would like an informal discussion about the role, please contact Emma Walls on 01423 566900, or via email, to emma@hhphostel.org to organise a convenient time to speak.

I look forward to receiving your completed application form as soon as possible, the deadline for completed applications is Monday 17th May at 5pm.

We prefer applications to be sent by email, to julie@hhphostel.org . If you are unable to email your application, please post it to Julie Everill, Executive Assistant, Harrogate Homeless Project, 7 Bower Street, Harrogate HG1 5BQ.

Yours sincerely

Charlotte Fortune
Hostel Service Manager

Harrogate Homeless Project Ltd

Hostel: 7 Bower Street, Harrogate, HG1 5BQ 01423 566900

Springboard: Wesley House, Oxford Street, Harrogate, HG1 1PP 01423 525384

www.harrogate-homeless-project.org.uk contact@hhphostel.org

Registered Charity Number: 1011337

Registered Company Number: 2634724

Chief Executive: Liz Hancock



HHP Services Overview

Hostel

The hostel was established in 1991 due to the urgent need for accommodation for people whom the local authority does not have a duty to accommodate. Initially we were able to accommodate up to 6 people but the hostel has developed significantly over the years and we are now able to accommodate up to 16 individuals in single rooms with a further 5 bed spaces for emergency overnight accommodation. As the only direct access hostel in the Harrogate District we accept referrals from any agency as well as direct referrals from individuals in need of accommodation. Each resident is allocated a designated support worker who works alongside the resident towards achieving appropriate move on accommodation.

Move on accommodation

Due to a substantial legacy left to HHP by a previous user of our services, we have been fortunate enough to purchase a 3 bedroom move on house. This enables us to provide extended support where an individual is not yet ready to move on to fully independent accommodation.

We are also hoping to acquire a further 8 self-contained flats which is a fantastic opportunity to extend the accommodation options that we are able to offer in the pathway from homelessness to independent living. Residents of these flats would be allocated a support worker as with hostel residents enabling them to live semi-independently knowing that a member of staff is close by should they be needed.

Springboard Day Service

The Springboard Day Centre was located at Wesley House in the ground of the Wesley Chapel in the town centre for over 10 years, it has now moved to Wesley Chapel Lower Hall which is a fantastic step forward for both the Wesley Centre and HHP. The service we are offering is currently restricted due to covid restrictions but will be expanded when we are able to safely do so.

SAFE

Our Service for Adults Facing Exclusion provides multi-agency support for people with multiple, complex needs, who have experienced entrenched homelessness and multiple exclusion from mainstream services.

Streetlight

We employ a Psychotherapist who is able to provide a flexible, innovative therapy service for clients of HHP services. This is a vital element of the services we offer as many of the clients using our services have multiple complex needs and the waiting lists and criteria for mainstream services is a barrier to these people receiving the support they need.

Clients

We work with a variety of individuals ranging from those in need of support through relationship breakdown or financial issues to individuals with multiple complex needs such as substance misuse, mental health issues and offending behaviour. Anyone using our services has the right to be treated with respect, fairness and dignity by staff, volunteers and others using the services.



JOB DESCRIPTION

Job Title: Hostel Worker (Nights)

Reporting to: Senior Hostel Worker

Hostel worker

If you are successful in your application for this role, you will have the opportunity, as part of a strong and diverse team, to make a significant impact on easing the plight of homeless people within our community.

Your shift will be based at the hostel at 7 Bower Street and is a waking position to allow the hostel to be monitored 24/7. At the start and end of your shift, you will have a handover period with the daytime Hostel Worker team. The hostel is comprised of a 16 bed direct access hostel for single homeless people with a range of support needs and low to high risks.

The main purpose of the Hostel Worker (nights) role is to:

- Ensure the safety of the residents and the building; being the point of contact for residents where needed, and make, if necessary, critical decisions.
- Provide a high level of customer service to both residents and external stakeholders, providing appropriate information and signposting to those enquiring about our services.

Hostel workers (nights) work a rolling rota, working 4 shifts on followed by 4 shifts off. Shifts are worked between the hours of 2330-0730. The hostel operates 365 days a year and therefore the Hostel Worker rota includes weekend and bank holiday working, and this role will be predominantly lone working.

Main Tasks

1. To ensure the safety and security of the building by:

- 1.1 Having an awareness of hygiene, health and safety issues and fire alarm procedures.
- 1.2 Ensuring that residents keep public areas clean and safe and taking appropriate action to maintain the condition of the building by for example ensuring the corridors are clear of potential hazards and obstacles, including occasionally cleaning up bodily fluids.
- 1.3 Ensuring the hostel is safe and secure by regular checks and patrols, monitoring external doors and access in and out of the building, along with fire safety patrols and emergency evacuations as necessary.
- 1.4 Diffusing difficult or dangerous situations and summoning outside assistance when necessary, excluding people when necessary in accordance with agreed policies.
- 1.5 Monitoring and reporting on the surrounding environment, such as the immediate outside areas and taking appropriate actions such as reporting antisocial behaviour.
- 1.6 Monitor and arrange emergency maintenance and repairs of the building as required.

2. To provide basic information to residents as appropriate by:

- 2.1 Dealing with any disputes or emergencies, summoning outside assistance where necessary.
- 2.2 Being available for immediate support needs and directing/referring to a support worker where needed.



2.3 Demonstrating an understanding of the needs of the client group and working in an understanding and flexible manner.

2.4 Dealing with telephone and general enquiries along with other reception duties, including monitoring residents entering and leaving the building.

3. To undertake administrative tasks as directed:

3.1 Ensuring all occurrences such as client contact and disturbances during the shift are recorded appropriately on our IT based client recording system.

3.2 Completing ad hoc administrative tasks as requested by their manager e.g. compiling statistics, ordering supplies, supporting other areas of the organisation.

4. Managing the Project while on shift:

4.1 Dealing with the immediate support needs of the clients as appropriate.

4.2 Dealing with resident's complaints and resolving conflicts between clients sensitively and effectively.

4.3 Ensuring effective communication with other colleagues, in particular, when handing over issues or outstanding tasks for their attention.

4.4 Dealing with members of the public as required, face to face or on the phone, handling enquiries appropriately and professionally along with accepting donations and issuing receipts.

5. General Duties:

5.1 To adhere to Harrogate Homeless Project's policies and procedures, including Health & Safety, Adult Safeguarding and Equality & Diversity Policy in all aspects of work.

5.2 To report any absences you have and arrange leave with the appropriate line manager.

5.3 To attend team and other meetings or training sessions as requested by the line manager.

5.4 To carry out any other duties as may be reasonably requested.



Person Specification

Hostel Worker

This person specification should be read in conjunction with the job description. It is used at the shortlisting and interview stages to help decide how suitable each candidate is for the role. Please use the job application form to demonstrate your capabilities in relation to each of the criteria listed below.

		Essential	Desirable
1	Specific qualifications, experience and track record		
1.1	Some experience of dealing directly with enquiries from the public and potential and/or existing clients or customers in a busy service environment.	✓	
1.2	Experience of building and maintaining effective working relationships with colleagues and external stakeholders.		✓
2	Special knowledge and requirements		
2.1	Ability to maintain professionalism and respect at all times when dealing with customers/clients who might present with various support needs.	✓	
2.2	A genuine interest in the aims of HHP in supporting vulnerable individuals to make changes and move towards independent living, and an open-minded approach to working with people who are experiencing homelessness.	✓	
2.3	Ability to represent the Project at external meetings and forums as required, liaising with professionals from other agencies.		✓
2.4	Awareness of the some of the kinds of challenging behaviour that clients may demonstrate and basic strategies for dealing with challenging behaviour.		✓
2.5	Good basic computer skills, including being familiar with computer use including Microsoft Word, Outlook and Internet browsers.	✓	
2.6	Good communication skills and an ability to keep concise and professional electronic records.	✓	
2.7	The commitment to work within policies and procedures at all times, including professional boundaries, lone working and health and safety requirements.	✓	
2.8	A good understanding of and commitment to Equality and Diversity.	✓	
3	Additional job requirements		
3.1	Willingness and ability to work these shifts, including weekends and bank holidays. Hostel workers are also required to provide cover for colleagues by arrangement when necessary.	✓	
3.2	Capability and self-discipline to work alone (with appropriate on-call support in place).	✓	
3.3	Willingness and ability to cover on-call duties when required on a pre-arranged rota system, as well as occasionally working outside of scheduled hours e.g. to attend team meetings and training.	✓	
3.4	Ability to comply with legal requirements in regard to health and safety.	✓	
3.5	Willingness to participate in shaping the future of the organisation by contributing to wider organisational projects in addition to core workload.		✓
3.6	Willingness to work flexibly in response to changing organisational requirements, including working from our other site when required.	✓	



Application for the post of: **Hostel Worker (nights)**

First Name Surname

Address

.....

Telephone Number Email address

Where did you hear about this vacancy?.....
(If online, please specify which publication)

It is a requirement of Harrogate Homeless Project that staff offered employment undertake an Enhanced Disclosure and Barring Service (DBS) check due to our work with vulnerable adults. (As an employer we will cover the cost of this).

Do you already have a DBS Check? Yes/No †

Staff are exempt from the Rehabilitation of Offenders Act (1974) and so all convictions must be declared. Please list any convictions you have had for criminal offences:



Education/Qualifications and Training

If you have educational, vocational or non-vocational educational qualifications please provide details below. Please also let us know if you have attended any training courses that you believe are relevant:

Dates	Qualification/Course	Grade achieved if applicable

Employment History (for last 10 years or since leaving full time education)

Please provide as much information as possible. If there are any gaps in your employment history you may be asked more information about this if you are invited to interview.

Dates	Employer	Job title. Please outline your responsibilities	Reason for leaving



References

Please provide the details of 2 people who may be approached to support your application. One of whom should be your current/most recent employer. Referees will only be contacted if you have been provisionally offered a Night Warden position.

Name	Name
Address	Address
Telephone:	Telephone:
Email:	Email:
In what capacity is this person known to you?	In what capacity is this person known to you?
For how long have they known you?	For how long have they known you?



Using the job description and person specification as a guide, and drawing on your experiences both inside and outside the workplace, please explain what it is that makes you suitable for this position. Please include relevant experience, skills and qualities that you would bring to the post. If you feel it is necessary, please feel free to also explain how you feel the qualifications mentioned above add weight to your application. Please include any voluntary or unpaid work you have done.

Continue on separate sheet(s) if required



Are you a British National? (Please delete as appropriate): YES NO

If you have answered 'no' please see below:

If you are not a British National, we will require you to produce one of the following documents confirming your right to work in the UK, as is our requirement under The Immigration Act (1966).

1. A document issued by a previous employer, Inland Revenue, Benefits Agency or Employment Service which contains your National Insurance Number.
2. Birth Certificate or Certificate of Nationalisation for the UK or another EU or EEA Country.
3. Passport showing your right to be in the UK without condition.
4. A Home Office letter indicating that you have permission to take employment.
5. Work Permit or other form of approval to take employment issued by the Department of Employment.
6. Resident Permit issued to a National of a Member State of the EEA.

Please circle which item you would bring if selected for interview.

Declaration

I certify that the information in this application is true and correct to the best of my knowledge and that there is no reason why I would not be able to carry out fully the tasks described for the post. I understand that disciplinary and/or legal action may result if I am offered employment on the basis of information submitted in this application which later is revealed as untrue.

Signature..... Date.....

This form is confidential. Please return it to the Executive Assistant at:
julie@hhphostel.org

Or by post to:

Harrogate Homeless Project Ltd
7 Bower Street
Harrogate
HG1 5BQ



Equal Opportunities Monitoring Form

Forename:	
Surname:	
Date of Birth:	

HHP is committed to a policy of equal opportunities in employment. To help us monitor the effectiveness of this policy it would be helpful if you would complete the following sections.

ETHNICITY

Asian

- Asian / Asian British
- Bangladeshi
- Chinese
- Indian
- Pakistani
- Other Asian background, (specify if you wish): _____

White

- British
- English
- Gypsy or Irish Traveller
- Irish
- Scottish
- Welsh
- Other White background (specify if you wish): _____

Black

- African
- Caribbean
- Other Black background (specify if you wish): _____

Mixed

- White and Asian
- White and Black African
- White and Black Caribbean
- White and Chinese
- Other mixed background (specify if you wish): _____

Other ethnic group

- Arab
- Other ethnic group (specify if you wish): _____

RELIGION / BELIEF	GENDER	SEXUAL ORIENTATION
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- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh
- Other: _____
- No religion
- Prefer not to say

What is your gender?

- Woman
- Man
- Non-binary
- Prefer not to say

Are you transgender?

- Yes
- No
- Prefer not to say

- Lesbian/gay woman
- Gay man
- Bisexual
- Heterosexual/straight
- Other: _____
- Prefer not to say



DISABILITIES

Do you consider yourself to be disabled?

Yes
If yes, specify if you wish:

No
 Prefer not to say

Would you require any arrangements if you were invited for interview?

Yes
 No

If yes please specify:

We will treat all personal information in line with current data protection legislation and our data protection policy.

For us to process this information and to comply with data protection legislation, we require your consent. You are not required to give your consent; you acknowledge that any consent given is freely given. Your job application is not dependent on your giving consent to our processing of this data.

Including your signature below will signify your consent to our processing of this information. Once you have given consent, you may withdraw it at any time by contacting Julie Everill at julie@hhphostel.org.

Print name:

Signature:

Date: