



July 2021

Dear Applicant,

**Support Worker**

Thank you for your interest in our current vacancy of Support Worker. Please find enclosed:

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

This is a full-time post which would normally be worked between the hours of 9am and 5pm, Monday to Friday, however some flexibility is required to vary working hours to cater to the needs of the business, as well as regular participation in providing on-call support. The starting salary for the post is £20,500 per annum, negotiable depending on experience. The post is based in central Harrogate varied between Harrogate Homeless Projects' premises including the Hostel, Springboard Day centre and move on properties.

If you would like an informal discussion about the role, please contact Charlotte Fortune on 01423 525384 or via email, to [charlotte@hhphostel.org](mailto:charlotte@hhphostel.org) to organise a convenient time to speak.

I look forward to receiving your completed application form as soon as possible. We prefer applications to be sent by email, to [julie@hhphostel.org](mailto: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  
**Head of Services**



## **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 have recently also acquired 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 are allocated a support worker as with hostel residents and are able 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

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**Job Title:** Support Worker

**Reporting to:** Head of Services

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### **Purpose of the role:**

The support worker will:

- Contribute to Harrogate Homeless Project achieving the highest standards and effectiveness in service delivery within an operating environment which is complex and changing.
- Support all activities within the team effectively and maintain Harrogate Homeless Project standards in relation to service users/internal customers and other stakeholders alike.
- Use strengths-based approaches and motivational interviewing to contribute to our aim of creating Psychologically Informed Environments for individuals experiencing homelessness who may have complex needs.

### **Main Duties**

- The support worker will provide direct support to clients in the form of key working and will be responsible for a caseload of clients varying in form and quantity depending on the requirements of the services.
- The support worker will be based across all HHP premises, working with clients including those who are rough sleeping, accessing day services, as well as accessing accommodation and floating support.
- To work alongside other team members such as duty workers and the Psychotherapist, and in partnership with other agencies, to ensure that clients are as enabled as possible and have their independence maximised.

### **Tasks and responsibilities**

#### **1. Support Duties**

- 1.1. Provide key-work, support any crisis intervention work, face to face work, group work, advice giving, advocacy and other interpersonal work.
- 1.2. Promote best practice including person-centered support planning, strengths-based approaches, trauma informed care and psychologically informed environments.
- 1.3. Assess individual needs with clients and assist clients in obtaining access to all forms of primary health care, substance misuse workers and other specialist agencies when required.
- 1.4. Support a caseload of clients across the different HHP services, who will have diverse support needs from low to high need.



## **2. Team work**

- 2.1. Contribute to the smooth running of services by being pro-active in the work of the team and taking shared responsibility for any day to day issues as they may arise.
- 2.2. Assist in managing difficult or high risk situations including summoning outside assistance where necessary in accordance with agreed policies, maintaining a unified view of HHP staff and services and following up appropriately with clients.
- 2.3. Work flexibly, which may include some weekend as evening shifts as required, as well as providing support, including on-call support, as required to other staff and volunteers who are working shifts.

## **3. Financial and Administrative duties:**

- 3.1. Ensure that all written and digital communication records, both for internal and external use, are of a high and accurate standard.
- 3.2. Contribute to regular monitoring by ensuring that all financial and administrative systems are completed accurately and are maintained and updated appropriately.

## **4. Other duties:**

- 4.1. Contribute to the continual improvement of services and service effectiveness, ensuring that service users receive a high quality, outcome focussed service.
- 4.2. Adopt and comply with Harrogate Homeless Projects' ethos, values, policies and procedures, including but not limited to:
  - ★ Code of Conduct
  - ★ Professional Boundaries and Confidentiality
  - ★ Equality and Diversity
  - ★ Data protection and Information security
- 4.3. Prepare for, attend and contribute to internal and external meetings as required.
- 4.4. To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
- 4.5. Support and represent Harrogate Homeless Project externally at meetings, open days and events as requested.
- 4.6. Have a commitment to personal development and attend supervisions, appraisals, reflective practice and training as required.



**Person Specification:**

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 personal statement of the application form to demonstrate your capabilities in relation to each of the criteria listed below.

		Essential	Desirable
<b>1</b>	<b>Specific qualifications, experience and track record</b>		
1.1	An understanding of homelessness and the impact on the lives of individuals and a depth of understanding of the needs and aspirations of people experiencing homelessness which is based <u>either</u> on your own personal experience of being homeless <u>or</u> professional work or voluntary experience.	✓	
1.2	An understanding of a range of approaches to support work such as person-centred support planning and motivational interviewing		✓
1.3	Ability to perform comprehensive needs and risk assessments in a sensitive manner and produce robust risk management plans.		✓
1.3	Previous experience of using the Homelessness Outcomes Star		✓
1.5	Ability to keep accurate and detailed records	✓	
1.6	Previous experience of using Inform or other CRM systems.		✓
<b>2</b>	<b>Special knowledge, skills and requirements</b>		
2.1	Ability to work independently using own initiative whilst remaining accountable to line management and communicating effectively as part of a team.	✓	
2.2	A good work knowledge of welfare rights and benefits and relevant housing legislation.		✓
2.3	A full understanding of/evidence of a commitment to work within strict confidentiality and professional boundaries policies.	✓	
2.4	A good understanding of data protection and the principles of GDPR.		✓
2.6	Excellent written and verbal communication skills with the potential to present information to a wide audience.	✓	
2.7	Flexibility to vary working hours on occasion to cater to the needs of the business, as well as regular participation in providing regular on-call support.	✓	
2.8	Very good level of IT proficiency (Windows software, emails) and ability to quickly adapt to new systems and processes.	✓	
2.9	A good understanding of and commitment to Equality and Diversity.	✓	
2.10	The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to work well within a team.	✓	
2.11	Hold a full clean UK driving licence and a willingness to drive a van to collect and deliver donations, which can include some lifting.		✓



Application for the post of: **Support Worker**

First Name .....Surname .....

Address.....

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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



## **Personal Statement**

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.



### 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 position with HHP.

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?

### Eligibility to work in the UK

Are there any restrictions to your residence in the UK that might affect your right to take up employment in the UK?

Yes/No

If you have answered 'Yes' we will require you to provide evidence of your right to work in the UK should you be invited to 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](mailto: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**

- 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](mailto:julie@hhphostel.org).

Print name: .....

Signature: .....

Date: .....