January 2022

Dear Applicant,

**Accommodation Supervisor**

Thank you for your interest in our current vacancy of Accommodation Supervisor. Please find enclosed:

- HHP Services Overview

- Job Description

- Person Specification; (including space for your Supporting Statement)

- Equal Opportunities Monitoring Form

This is a full-time post which would normally be worked over a 5-day week, from Sunday to Thursday, working 8 hours per day.

Sunday 0900-1700. Every fourth Sunday off (hours to be worked another day that week).

Monday 0900-1700

Tuesday 0900-1700

Wednesday 0900-1700

Thursday 0700-1500 and 1600-0000 rotating each week.

The hours will be flexible however core hours of 11:00-15:00 must be worked Sunday-Wednesday. You will be expected to be flexible with your time to ensure you are able to have contact with all staff members in the team. Hours worked that vary from the above will be pre-agreed with the Accommodation Manager. The post is based in central Harrogate varied between Harrogate Homeless Project’s premises including the Hostel, Springboard day centre and accommodation. The starting salary for this post is £24,000.

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

I look forward to receiving your CV, supporting statement, (space provided within application pack) and completed Equal Opportunities form. The closing date is 5pm on Tuesday 25th January 2022. However, we will shortlist applications on receipt and may arrange interviews for suitable candidates prior to the closing date.

We prefer applications to be sent by email, to julia@hhphostel.org. If you are unable to email your application, please post it to Julia Houseman, Business Support Officer, Harrogate Homeless Project, 7 Bower Street, Harrogate, HG1 5BQ.

Yours sincerely

Alex McLean

**Accommodation Manager**

**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:** Accommodation Supervisor

**Reporting to:** Accommodation Manager

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**Accommodation Supervisor Responsibilities**

* To assume responsibility for line management and development of overnight Accommodation Workers and relief Hostel Workers across all accommodation settings; ensuring their work positively reflects the core values and accomplishes the aims and objectives of the Project.
* Regularly liaise with the Accommodation Manager to support them with their duties including deputising in the absence of the management team.
* To be the volunteer coordinator for Harrogate Homeless Project volunteers including training, induction and retention of volunteers.
* Working to a shift pattern that allows regular co-working with all other members of the hostel worker team, to ensure that all hostel workers are working in a consistent manner and promote cohesion across the team, identifying and reporting on areas for development to the Accommodation Manager.
* Provide day-to-day direction of HHP’s frontline accommodation workers to ensure that a high quality and safe service is delivered to clients in accordance with the organisations policies and procedures.
* Prepare for, attend, and contribute to internal and external meetings as required.
* Ensure Harrogate Homeless Project is maintaining a high level of hygiene, health and safety, fire safety and security.
* Ensuring a high level of customer service from self and others when handling enquires, supporting clients and dealing with complaints.
* Ensuring appropriate conflict management and escalating any emergencies as appropriate.
* To support Harrogate Homeless Project in receiving, collecting, and managing donations as appropriate including handling monetary payments.
* Participate in the on-call rota providing support to shift colleagues.
* To carry out other duties as may be reasonably requested by the Accommodation Manager.
* Have a commitment to personal development of both self and line reports; attending supervisions, appraisals, reflective practice, and training as required.
* Embody and demonstrate Harrogate Homeless Projects’ ethos, values, Policies and Procedures.

# PERSON SPECIFICATION: ACCOMMODATION SUPERVISOR

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** |
| 1 | **Specific qualifications, experience and track record** |  |  |
| 1.1 | Previous line management experience, ideally in a housing related field. |  | 🗸 |
| 1.2 | Experience working within a social housing/homelessness service and the needs of vulnerable clients, including those with multiple complex needs. | 🗸 |  |
| 1.3 | Experience of dealing directly with the public and/or clients or customers in a busy service environment whilst always maintaining professionalism and respect. | 🗸 |  |
| 1.4 | A genuine interest in the aims of HHP in helping vulnerable people to make changes in their life to move them towards independent living using a non-judgemental approach. | 🗸 |  |
| 1.5 | Ability to represent the Project at external meetings and forums as required and to liaise with professionals from other agencies in the course of work. | 🗸 |  |
| 1.6 | A good knowledge of safeguarding and escalation procedures.  | 🗸 |  |
| 1.7 | A good working knowledge of practical fire safety and health & safety procedures to ensure the premises are kept to a high standard. | 🗸 |  |
| 1.8 | Ability to keep accurate and detailed records | 🗸 |  |
| 1.9 | Previous experience of using Inform or other CRM systems. |  | 🗸 |
| **2** | **Special knowledge, skills and requirements** |  |  |
| 2.1 | Ability to demonstrate accountability and provide support and direction to staff, communicating effectively as part of a team. | 🗸 |  |
| 2.2 | Confidence to work at times in difficult situations with a variety of challenging service users, and support others to do so, demonstrating basic conflict management strategies. | 🗸 |  |
| 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. | 🗸 |  |
| 2.5 | Excellent written and verbal communication skills with the potential to present information to a wide audience. | 🗸 |  |
| 2.6 | Very good level of IT proficiency (Windows software, emails) and ability to quickly adapt to new systems and processes. | 🗸 |  |
| 2.7 | A good understanding of and commitment to Equality and Diversity. | 🗸 |  |
| 2.8 | The ability to establish good working relationships with service users, colleagues, other stakeholders externally and to respond to their needs. | 🗸 |  |
| **3** | **Additional job requirements** |  |  |
| 3.1 | Willingness and ability to work both days and evenings on a pre-arranged shift pattern, including weekends and bank holidays. Accommodation Supervisor will also be required to provide cover for colleagues when necessary by arrangement. | 🗸 |  |
| 3.2 | Willingness and ability to cover on-call duties when required on a pre-arranged rota system. | 🗸 |  |
| 3.3 | Willingness to work flexibly in response to changing organisational requirements, including working from our other site when required and to work outside of the rota on occasion.  | 🗸 |  |

**Using the Accommodation Supervisor person specification, explain why you are the suitable candidate for this role.**

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:

|  |
| --- |
|  |

**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.

**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? |
| How long have they known you? | How long have they known you? |

**Data Protection**

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. 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 Julia Houseman at julia@hhphostel.org

Print name: ……………………………………..

Signature: ……………………………………….

Date: ……………………………………………….

**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 in respect of my physical or mental health 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 Business Support Officer at:

julia@hhphostel.org

Or by post to:

Julia Houseman

Harrogate Homeless Project Ltd

7 Bower Street

Harrogate

HG1 5BQ

**Equal Opportunities Monitoring Form**

|  |  |
| --- | --- |
| Position applied for: |  |
| Date of application: |  |
| Year 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. Any information provided on this form will be treated as strictly confidential and will be used for statistical purposes only. It will not be seen by those involved in the selection process. No information will be published or used in any way which allows any individual to be identified.

|  |
| --- |
| **ETHNICITY** |

**Asian**

**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): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* 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): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| **RELIGION / BELIEF** | **GENDER** | **SEXUAL ORIENTATION** |

**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
* Buddhist
* Christian
* Hindu
* Jewish
* Muslim
* Sikh
* Other:­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_
* No religion
* Prefer not to say

|  |
| --- |
| **DISABILITIES** |

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

* Yes
* No

If yes, please specify:

**Do you consider yourself to be disabled?**

* Yes

If yes, specify if you wish:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* No
* Prefer not to say

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