

January 2022

Dear Applicant

**Relief Hostel Worker**

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

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

Hostel worker shifts are worked between the hours of 07:00-17:00, and 14:00-00:00. Overnight shifts may also be available should these hours be desirable between 23:30-07:30.

The hostel operates 365 days a year and therefore the Hostel Worker rota includes weekend and bank holiday working, as well as regular periods of lone working. The Relief Hostel Worker may be asked to cover any of these shift times, as required. If you are successful in applying to the Relief Hostel Worker team you will be contacted if and when suitable hours are available and Harrogate Homeless Project wishes to offer these to you. Harrogate Homeless Project gives no guarantee of work at any time. There is no commitment from Harrogate Homeless Project to offer you work and no obligation on you to accept any such offer.

There is a fixed hourly rate of £9.50 per hour for Relief Hostel work, which will be subject to deductions in respect of PAYE and National Insurance.

If you would like an informal discussion about the role, please contact Alex McLean (Accommodation Manager) on 01423 566900, or via email, to [alex@hhphostel.org](mailto: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 Monday 14<sup>th</sup> February 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 [admin@hhphostel.org](mailto:admin@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.

We encourage applications from individuals with lived experience of issues relating to homelessness. In order to maintain professional boundaries and protect the confidentiality of our service users, staff and volunteers, we ask that you do not apply whilst still using our services or until at least 6 months after being in receipt of support from/through Harrogate Homeless Project.

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:** Relief Hostel Worker  
**Reporting to:** Accommodation Manager

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### 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, mainly in the office, working alongside the Support 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. On occasions, the Hostel Worker will work from other Project premises, as required.

The main purpose of the Hostel Worker role is to:

- Provide cover to the hostel during the day and evening keeping concise logs and completing administrative tasks.
- Ensuring the safety of the residents and the building; being the point of contact for residents where needed, and make, if necessary, critical decisions.

Hostel workers work a rolling rota, working 4 shifts on followed by 4 shifts off. Shifts are worked between the hours of 0700 and 1700 and 1400 and midnight. The hostel operates 365 days a year and therefore the Hostel Worker rota includes weekend and bank holiday working, as well as regular periods of 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 the hostel is kept clean and safe and taking appropriate action to maintain the condition of the building including the cleaning of substances such as sickness and excrement if necessary.
- 1.3 Carrying out regular checks in the hostel, checking conditions of communal areas.
- 1.4 Ensuring the hostel is secure by regular patrols and monitoring external doors and access in and out of the building.
- 1.5 Diffusing difficult or dangerous situations and summoning outside assistance when necessary, excluding people when necessary, in accordance with agreed policies.
- 1.6 Monitoring and reporting on the surrounding environment, such as the immediate outside areas and taking appropriate actions such as reporting antisocial behaviour.
- 1.7 Carrying out health and safety checks on residents' rooms as necessary.
- 1.8 Collection and deliveries of goods and storing of light goods as required.
- 1.9 Monitor and arrange maintenance and repairs of the building as required.
- 1.10 Adhering to Harrogate Homeless Project's Health and Safety Policy in all aspects of the work, including health and safety room checks and emergency evacuations as necessary.



## **2. To provide advice and support to residents as appropriate by:**

- 2.1 Supporting the key worker role with clients outside support sessions by dealing with queries, assisting residents with tasks, and assisting key workers with aspects of their role, such as needs assessments, housing, and job applications, to support residents to achieve their stated goals.
- 2.2 Dealing with any disputes or emergencies as appropriate, summoning outside assistance where necessary.
- 2.3 Upholding the policies and procedures of the Project and challenging residents appropriately when required.
- 2.4 Dealing with telephone and general enquiries along with other reception duties, including monitoring residents entering and leaving the building.
- 2.5 Delivering letters and messages and providing access to residents.
- 2.6 Carrying out the referral procedure, including admission and referral paperwork to and from the hostel.
- 2.7 To process Housing Benefit claims to maximize the Project's income and keep accurate records of claims, liaising with the Housing Benefit Department as required.
- 2.8 To provide general housing and other advice for those whom Harrogate Homeless Project cannot assist.

## **3. To undertake administrative tasks as directed:**

- 3.1 To update paper and computerised systems as required including keeping accurate records and statistics. Maintaining a high standard of record keeping in the office, including appropriately logging client contact and disturbances on our IT based client recording system.
- 3.2 To support with financial records including producing client service charge communications and other financial records as required. Handling cash payments and donations; following cash handling procedures.
- 3.3 Draft and produce letters on behalf of or to clients, donors, outside agencies and general correspondence.
- 3.4 Completing ad hoc administrative tasks as required e.g., compiling statistics, ordering supplies, supporting other areas of the organisation.

## **4. Managing the Project while on shift:**

- 4.1 Working within a rota shift pattern as required, provide on-call support to other staff and volunteers who are working the shift, including being called into the Project where necessary.
- 4.2 Assisting in the cleaning and preparation of vacant rooms ready for new resident arrivals as necessary.
- 4.3 To admit new clients to the hostel using the Project's, including completing Risk Assessments and producing Risk Management Plans.
- 4.4 To support and guide volunteers on shift, if applicable, and ensure that they are working within policies and procedures.
- 4.5 Dealing with the immediate support needs of the clients as appropriate.
- 4.6 Dealing with resident's complaints and resolving conflicts between clients sensitively and effectively.
- 4.7 Ensuring effective communication with other colleagues, in particular when handing over issues or outstanding tasks for their attention.
- 4.8 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.
- 4.9 Attending events, community groups and schools if required, to represent the Project and raise awareness of our work.

## **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
<b>1</b>	<b>Specific qualifications, experience, and track record</b>		
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.		✓
<b>2</b>	<b>Special knowledge and requirements</b>		
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.	✓	
<b>3</b>	<b>Additional job requirements</b>		
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**

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<sup>†</sup>**

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:



## 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?
How long have they known you?	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



**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 [admin@hhphostel.org](mailto:admin@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 [admin@hhphostel.org](mailto:admin@hhphostel.org)

Print name:

Signature:

Date: