March 2022

Dear Applicant

**Relief Support Worker**

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

- Overview of our services

- Job Description

- Person Specification

- Equal Opportunities Monitoring Form

Support Worker shifts are normally worked between the hours of 09:00-17:00 however, some flexibility is required and there may occasionally be a need to work some evenings to suit the needs of the business.

If you are successful in applying to the Relief Support Worker role 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 £10.50 per hour for Relief Support 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 Giuliano Achilli (Support Team Manager) on 01423 525384, or via email, to [giuliano@hhphostel.org](mailto:giuliano@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 Sunday 27th March 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

Giuliano Achilli  
**Support Team 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.

**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 Support Worker

**Reporting to:** Support Team Manager

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**Purpose of the role:**

* 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**

**Support Duties**

* Provide key-work, support any crisis intervention work, face to face work, group work, advice giving, advocacy and other interpersonal work.
* Promote best practice including person-centered support planning, strengths-based approaches, trauma informed care and psychologically informed environments.
* 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.
* Support a caseload of clients across the different HHP services, who will have diverse support needs from low to high need.

**Teamwork**

* 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.
* 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.
* 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.

**Financial and Administrative duties:**

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

**Other duties:**

* Contribute to the continual improvement of services and service effectiveness, ensuring that service users receive a high quality, outcome focused service.
* 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

* Prepare for, attend, and contribute to internal and external meetings as required.
* To keep abreast of current housing legislation, welfare benefit legislations and other matters relevant to successful support and move on of clients.
* Support and represent Harrogate Homeless Project externally at meetings, open days and events as requested.
* Have a commitment to personal development and attend supervisions, appraisals, reflective practice, and training as required.

**Person Specification**

**Relief Support 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 | 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 either on your own personal experience of being homeless or 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. |  |  |
| **2** | **Special knowledge, skills, and requirements** |  |  |
| 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 license and a willingness to drive a van to collect and deliver donations, which can include some lifting. |  |  |

Application for the post of: **Relief Support 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 ⁯**

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**

**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

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: