April 2022

**Flexible Hostel Worker**

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

- Job Description

- Person Specification

- Application Form

- Equal Opportunities Monitoring Form

The purpose of the Flexible Hostel Worker role is to cover the needs of the business, including but not limited to covering staff sickness, annual leave and gaps in cover. This will be the equivalent of 151.5 hours per calendar month. The days and shifts will be changeable each month with rota agreed the prior month where possible.

The starting salary for the post is £19,000 per annum. This will be subject to deductions for tax and national insurance where applicable.

The closing date for completed applications is the 17th of May 2022 at 5pm.

Please send your update CV and Cover letter 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**

JOB DESCRIPTION

**Job Title:** Flexible Hostel Worker

**Reporting to:** Accommodation Manager

The post holder will provide cover to the Harrogate Homeless Project hostel and office, working alongside the Support Worker team. The Harrogate Homeless Project 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 job is to provide cover to the hostel during the day and evening, ensuring the safety of the residents and the building; to offer support to clients as necessary and to complete administrative tasks. The post is based at the Project’s main address in Bower Street, however on occasions the Relief Hostel Worker will work from other Project premises, as required.

Hostel shifts are worked between the hours of 07:00-17:00, 14:00-00:00 and 23:30-07:30. The hostel operates 365 days a year and therefore shifts include weekend and bank holiday working, as well as regular periods of lone working. All Hostel staff are expected to cover a variety of these shift times, as required.

## Main Tasks

**1. To ensure the health, 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 external environment, including local resident phone calls, and taking appropriate action.

1.7 Carrying out resident health and safety room checks as necessary.

1.8 Collection and deliveries of goods and storing of light goods as required.

1.9 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 Dealing with any disputes or emergencies as appropriate.

2.2 Upholding the policies and procedures of the Project and challenging residents appropriately when required.

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

* 1. Delivering letters and messages and providing access to residents.

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

3.1 To handle cash payments and donations and follow cash handling procedures.

3.2 To ensure all occurrences during the day and evening are recorded in the hostel Log Book and the electronic case management system.

3.3 To receive/collect, manage and sort donations as appropriate, this will include some manual

handling.

3.4 Any other general administrative tasks to be completed ad hoc as requested by the management team e.g., compiling statistics, stock control, ordering supplies, groceries etc.

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

4.1 To clean and prepare rooms for new resident arrivals as necessary.

* 1. To admit new clients to the Project in line with the Project’s policies and procedures including Risk Assessments.
  2. To support and guide volunteers on shift, if applicable, and ensure that they are working within policies and procedures.

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

4.5 Dealing with resident’s complaints and resolving conflicts between clients sensitively and effectively.

4.6 Ensuring thorough and effective communication with colleagues for handover and client record keeping.

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

**5. General Duties:**

5.1 To adhere to Harrogate Homeless Project’s policies and procedures, including Health & Safety and Equal Opportunities Policy, in all aspects of work.

5.2 To report any absence to your line manager.

* 1. To attend team and other meetings or training sessions as agreed with your line manager.
  2. To carry out other duties as may be reasonably requested.

**Person Specification**

**Flexible Hostel Worker**

This Person Specification should be read in conjunction with the Job Description. It is normally 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 assess whether you believe you have the relevant experience, skills and behaviours required for the role.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **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: **Flexible** **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 ⁯**

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 Flexible Hostel Worker 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 the Executive Assistant at:

[julia@hhphostel.org](mailto:julia@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

Print name:

Signature:

Date: