**Hostel Worker**

**PURPOSE OF THE JOB**

The Hostel Worker will be based at Reception in the Project and will represent the service to clients and visitors as a first point of contact. The postholder will ensure that the day to day running of the project is carried out efficiently.

The post holder will undertake daily reception and building management tasks, support clients in their transition into the service, to use the service effectively, maintain their personal space and attend appointments. The post holder will aid the support worker team to deliver bespoke personalized support plans to clients, including the delivery of activities.

The postholder will need to understand a strengths-based approach to support and service delivery to clients.

**KEY RESPONSIBILITIES**

* To undertake the practical management of Harrogate Homeless Project (HHP) operational manual, whilst on shift
* Ensuring the active implementation of HHP policies and Procedures.
* Staffing a busy reception area and providing appropriate signposting and support to clients and ensuring the presentation of the reception area meets professional and welcoming standards.
* Delivering support that incudes intervention to reduce risk taking behaviour, managing challenging behaviour, and following risk management plans and incident reporting procedures.
* Ensuring the building is clean and welcoming and encouraging clients to take responsibility for maintaining their personal space.
* Taking a lead on bagging and storing client belongings when they leave and assisting clients with their belongings when moving into the hostel.
* Making sure the reception of clients, and all visitors, is warm and welcoming.
* Participating in single homeless people attending sign up prior to moving into the Hostel.
* Participating in the induction of new clients, including informing them of their rights and responsibilities and explaining the aims and purpose of the Hostel, explain how the Hostel works, including laundry provision, post, visitors, and food donation that are delivered in the communal kitchen.
* Offering support to clients to ensure that they feel safe and secure within the hostel and are treated with dignity and respect.
* Assisting the Support Worker Team with the delivery of personalised support plans to clients, building on their strength in order to meet needs and enable people to move on.
* Keeping full and accurate casework records and acting as a focal point for information for clients in their support worker absence and ensuring the support worker is kept up to date via email.
* Liaising with external agencies involved in delivering support.

**Administration Duties**

* Collecting cash payments of service charges when required, maintaining the petty cash system accurately and accountably.
* Record keeping including completing log entries and updating Inform (HHP internal database for recording client contacts) and updating clients records.
* Undertaking manual and computerised administration tasks, such as filing, photocopying and the upkeep of statistics.

**As a member of the team**

* To provide cover for colleagues in their absence as and when required.
* To attend team briefings and other relevant meetings as and when required.
* Participating in a shift system

**Culture, Values and Behaviour**

* To articulate and personally demonstrate HHP set of values and behaviours.
* To contribute to the building of a staff culture where every person feels empowered and valued.

**Health and Safety**

* To be aware of the Polices of the Company and ensure they are carried out and that good practice is maintained.
* It is your responsibility to take care of your own health and safety and that of your colleagues.

**Co-production**

* Ensure Co-Production in all aspects of the services development and embed.
* Involvement at the core of service provision.

**Relationships and Partnerships**

* To create, maintain and enhance effective working relationships both internally and externally, and to challenge inappropriate, unproductive behaviours or behaviours or values that do not replicate those of Harrogate Homeless Project.

**Personal Development**

* Contribute to the overall development of the Company by using individual skills, strengths, and abilities.
* To actively participate in own annual performance review and objective setting.
* To fulfil own agreed personal development and training programme.