

Day Centre Assessment & Reconnection Worker

Job title: Day Centre Assessment & Reconnection Worker	Team: Day Centre
Responsible to: Day Centre Manager	Line managing: n/a
Salary: £35,020 Pension: following successful completion of 6 month probationary period (5% employer contribution conditional on min. 3% employee contribution)	Hours: 35 hours a week
Disclosure: Enhanced DBS required	Contract: Permanent

Role Purpose

Providence Row has supported people facing homelessness in East London since 1860. We provide crisis support, advice and pathways into recovery, housing and meaningful activity so that people who are excluded from mainstream systems can move towards stability and belonging.

The Day Centre is often the first point of contact for people accessing our services. It is a space where people can eat, shower, speak with staff, and be welcomed with dignity. The Day Centre Assessment & Reconnection Worker plays a key role in ensuring that each person is received with calm respect, is listened to, and is guided towards the right support.

The Day Centre Assessment & Reconnection Worker provides a calm, respectful welcome and supports people to understand their immediate needs and available options. This role offers a person-centred assessment and connects people to the most appropriate service or pathway. It does not hold ongoing casework; the Advice & Support Team retains responsibility for longer-term support. This includes practical support with geographical reconnection where appropriate, including lone working and accompanying people to local authorities across London, so that reconnection plans are realistic, informed and centred on safety and dignity.

Success in this role looks like:

- A warm and calm welcome for everyone entering the Day Centre.
- Clear, timely assessments that support people to access the right help.
- An environment where facilities are safe, respectful and well managed.
- Volunteers and peers working confidently alongside staff, contributing to a shared atmosphere of dignity and inclusion.

Key Objectives

1. Provide a calm, clear welcome to everyone entering the Day Centre, helping set a respectful tone in the space.
2. Carry out light-touch triage conversations at front-of-house to understand immediate needs and determine whether a full assessment is required.
3. Complete holistic assessments when appropriate, supporting clients to explore their situation and understand available options in a person centred and goal oriented way.
4. Support clients to access appropriate pathways, including the Advice & Support Team for ongoing housing/homelessness casework, substance use and harm reduction services, health services, and Progression & Training opportunities.
5. Support geographical reconnection where appropriate, including practical planning, understanding statutory local connection rules, and physically supporting clients to present at local authorities across London, ensuring decisions are made with dignity, informed consent and safety considerations.
6. Contribute to a safe, and inclusive environment by noticing early signs of distress or escalation and responding with calm, boundaried, trauma-informed approaches.
7. Model best practice alongside volunteers, offering guidance so that the welcoming culture of the Day Centre is consistent and respectful.
8. Record contact and decisions clearly and respectfully, supporting continuity of care and reflective learning across the service.

Key Responsibilities

Welcome, Orientation & First Contact

- Provide a calm, and respectful welcome for everyone entering the Day Centre.
- Offer clear, simple information about how the Day Centre works and what support is available.
- Carry out light-touch triage conversations at front-of-house to understand immediate needs and determine whether a full assessment is appropriate.
- Work alongside volunteers to maintain a warm, stable and inclusive environment.

Assessment & Pathways

- Conduct holistic, trauma-informed assessments when needed, identifying housing, health, income, wellbeing and safety needs.

- Explain options clearly and support clients to make informed choices about next steps.
- Refer clients to the Advice & Support Team for ongoing casework where housing or homelessness support is required.
- Connect clients to onsite and external pathways including:
 - Substance use and harm reduction services
 - Mental and physical health services
 - Women's, safeguarding or specialist support services
- Progression and Training pathways for volunteering, learning, skills and employment
- Support geographical reconnection where appropriate, including lone working and accompanying clients to present at local authorities across London, working collaboratively to reduce barriers and support safe engagement.

Maintaining a Safe & Calm Environment

- Contribute towards a trauma informed environment
- Notice early signs of distress or escalation and seek support as needed.
- Contribute to shared responsibility for the safety and order of the Centre, working alongside colleagues to uphold building procedures and agreed ways of working.
- Follow organisational policies and procedures related to safeguarding, incident management, lone working and health & safety procedures.

Working Alongside Volunteers & Peers

- Model person-centred, calm and boundaried practice in day-to-day interactions.
- Offer guidance so volunteers feel confident in their welcome roles and understand routine and processes of the service.
- Support volunteers to contribute meaningfully to hospitality and inclusion.

Recording & Reflective Practice

- Record all client contact, decisions and pathways clearly, respectfully and promptly using the organisational database CRM.
- Participate in debriefing, reflective discussions and shared learning to strengthen service practice.

Person Specification

Essential

- Experience of working with people affected by homelessness or multiple disadvantage.
- Ability to carry out trauma informed assessments with people who use our service and identify support needs and mitigate risk appropriately.
- Understanding of local housing pathways, support systems and rough sleeping processes.
- Understanding of statutory local connection rules and how these apply in homelessness assessments and reconnection planning.
- Ability to respond to challenging or distressing situations using calm, boundaried and trauma-informed approaches.
- Strong communication and relationship-building skills, with the ability to work collaboratively with colleagues, volunteers and partner organisations.
- Ability to maintain a steady presence in a busy environment and support a calm and respectful atmosphere.
- Good organisational and administrative skills, including confidence using IT systems and client databases.

Desirable

- Experience of working in a day centre, drop-in or similar frontline environment.
- Knowledge of local authority homelessness duties and pathways.
- Experience supporting geographical reconnection processes, including accompanying people to local authorities or working across borough boundaries.
- Lived experience of homelessness, or experience working alongside peer-led approaches.