Everyone deserves a safe place to call home.

Single Homeless Project

Company Limited by Guarantee number 1741926
Charity Number 287779
Registered in England as Single Homeless Project

Job title:	Duty Worker
Delegated Authority:	Level 8
Team:	Camden Rough Sleeping Outreach
Responsible to:	Hub Team Manager
Responsible for:	N/A

Job purpose

The Camden Rough Sleeping Outreach Hub is a vital point of connection for people experiencing rough sleeping and multiple disadvantage, bringing together SHP teams and partner agencies so people can access the right support in one place. The Duty Worker plays a central role in making that experience feel welcoming, organised and responsive, helping ensure that people arriving at the Hub know where to go, who can help and what happens next.

Often one of the first points of contact for clients, professionals and partner agencies, the Duty Worker helps create a calm, safe and purposeful environment where people are treated with dignity and their needs are heard. The role supports clients to navigate the different services available to them, ensuring enquiries are responded to effectively and that urgent concerns, safeguarding issues or risks are recognised and passed quickly to the right person.

The role is also key to making the Hub's multi-agency model work in practice. By keeping communication, appointments, information and partner activity well-coordinated, the Duty Worker helps SHP colleagues and external agencies work together effectively and ensures the Hub remains accessible and easy to navigate.

Working closely with the Hub Team Manager, Referral Coordinator, outreach colleagues and partner agencies, the Duty Worker provides the organisation and consistency that keeps the Hub running smoothly day to day, enabling frontline colleagues to focus on supporting people away from rough sleeping and towards greater safety, stability and independence.

Key accountabilities

Hub reception and client support

- Coordinate the Hub reception and duty function during drop-in sessions, providing a welcoming, professional and organised first point of contact for clients, visitors and partner agencies.
- Respond to client enquiries, providing clear information, advice and signposting to relevant SHP, statutory, voluntary and community services.
- Support the effective flow of clients through the Hub, including identifying the purpose of visits, coordinating appointments and connecting clients with the appropriate member of staff or partner agency.
- Communicate clearly and confidently with clients, including managing expectations and responding appropriately where requests cannot be immediately met.
- Identify safeguarding, risk or welfare concerns arising through reception and duty activity and promptly share or escalate these in line with SHP procedures.
- Support the Hub to maintain a calm, safe, inclusive and psychologically informed environment.

Partner and Hub coordination

- Act as a key operational contact for partner agencies co-locating within the Hub, helping to ensure the multi-agency offer is coordinated and runs smoothly.
- Maintain an accurate overview of partner attendance, including which services are attending, their agreed days and times and the clients they are due to see.
- Coordinate practical arrangements for partner activity and communicate relevant changes, including Hub closures, building works, training days or changes to service availability.
- Build positive and professional relationships with partner agencies, supporting effective information sharing and raising operational issues with the Hub Team Manager where appropriate.
- Maintain up-to-date information about services operating from the Hub so that clients and colleagues can access and understand the support available.

Duty communications and information management

- Take a lead in monitoring and responding to the service duty mailbox, ensuring enquiries are acknowledged, responded to or directed to the appropriate member of the team in a timely manner.
- Respond professionally to telephone, email and face-to-face enquiries from clients, professionals, partner agencies and colleagues.

- Support appropriate information sharing between the Hub, outreach teams and external partners, ensuring information is accurate, relevant and handled in accordance with confidentiality and data protection requirements.
- Maintain clear records of significant enquiries, actions and information received, ensuring important information is communicated to relevant colleagues.

Appointments, administration and organisation

- Lead on the day-to-day management of Hub calendars and assessment appointments, ensuring bookings are accurate, appropriately allocated and clearly communicated to clients and staff.
- Support effective coordination of assessment activity, including arranging and amending appointments and responding to cancellations or changes.
- Maintain organised electronic and paper filing systems, ensuring documents and information can be located easily and are stored appropriately.
- Maintain Hub noticeboards and information displays, ensuring information is current, relevant, accessible and presented in an orderly way.
- Use Microsoft Word, Excel, Outlook and other relevant systems confidently to support the administration and coordination of the service.
- Support the Hub Team Manager with routine administrative tasks and the development of efficient systems for managing Hub activity.

Referral and wider team support

- Work closely with the Referral Coordinator to support the effective management of referrals, assessments and communication with referring agencies, as well as referrals coming from members of the public via email, Streetlink and over the phone.
- Provide additional support to referral coordination functions during periods of leave or increased demand, within the scope of the role and with appropriate management support.
- Liaise with outreach colleagues to share relevant information and support continuity between street outreach and Hub-based activity.
- Work flexibly as part of the wider Camden Rough Sleeping Outreach Service, contributing to effective communication and joined up working across the team.

Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

Technical and professional know-how needed for position

When completing your application, you will be required to address (using examples) some of the points below

Experience and Knowledge

- Experience working in a busy client-facing, reception, administrative, support or community service environment.
- Experience responding to enquiries and providing information, advice or signposting to people with a range of needs.
- Experience working effectively with colleagues and external partner agencies, ideally within a multi-agency environment.
- Experience organising appointments, calendars, records or other administrative systems and maintaining accurate information.
- An understanding of the needs and barriers experienced by people affected by homelessness, rough sleeping and multiple disadvantage.
- An understanding of confidentiality, professional boundaries, safeguarding and appropriate information sharing.

Skills and Abilities

- Excellent organisational skills, with the ability to prioritise competing demands and keep systems, information and tasks well organised.
- Confident IT skills, including proficiency in Microsoft Outlook/email, Word and Excel, with the ability to learn new databases and systems.
- Excellent verbal and written communication skills, including confident and professional telephone and email etiquette.
- Strong interpersonal skills, with the ability to build positive working relationships with clients, colleagues and partner agencies.
- An assertive and confident approach, with the ability to communicate boundaries, manage expectations and remain calm and professional in challenging situations.
- A proactive and reliable approach, with good attention to detail and the ability to work independently while contributing positively to a wider team.