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JOB APPLICATION PACK

Housing Advice Worker

October 2026

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NEW
HORIZON
YOUTH
CENTRE

OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 70 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

"For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home"

For more info about our impact, please take a look at our latest impact report.

COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class - and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

During the application process we commit to:

- Reimbursing reasonable childcare and other care costs whilst you are attending interviews.
- Reimbursing reasonable return travel costs for interviews (within London/neighbouring counties).
- Making reasonable adjustments – for example, ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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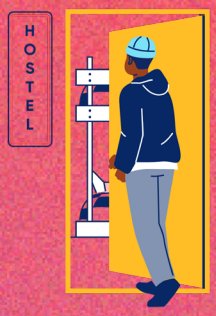
OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people

We **collaborate** for **impact**



We are **determined** to find a way

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BACK TO OUR BEGINNINGS: ROOTED IN OUR PAST, FOCUSED ON OUR FUTURE – OUR STRATEGY 2025-2030

With rough sleeping at record levels and more young people fleeing violence, there's a pressing need and growing gap for **a specialist emergency response that can support young people in crisis and open up housing for thousands more** young people in need. Rather than trying to provide everything ourselves for all young people until they turn 25, we can **focus on being excellent at supporting young people to get the safe homes they deserve as quickly as possible, support with life skills and living independently and helping them create a future without needing our support.**

By getting back to our beginnings we will lean on our **unique heritage as the only youth-specific day centre and drop-in in London** and continue our long and proud history of being here for young people who find themselves homeless in the capital. Doing so means making some tough choices about who we cannot support and so **our focus will shift to those in more immediate need,** prioritising them over those we have already housed and **we will be more focused at moving people on successfully.**

We will support every young Londoner in crisis to access safety, support and stability, then transition them onto independence. We will do this by providing: *Successful Services, Productive Partnerships & Confident Campaigning.*

Too many young people cannot get the housing help they

So we deliver high quality, trauma-informed ***SERVICES*** for any young person that needs our support.

We spend **75%** of our resources on this.

Because the services that should help can't or won't.

So we work in ***PARTNERSHIP*** to optimise our offer and maximise our impact.

Because the government under-invests in young people.

So we ***CAMPAIGN***, saying what others won't say and doing what others won't do to ensure that no young person misses out, even the young people we will never meet.

We split **10%** of our resources across these two areas.

This is complex and difficult work to do.

So we need to sustain a ***WELL-RUN ORGANISATION*** that invests in staff and celebrates the diversity that makes us a success.

We spend **15%** of our resources on this.

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“New Horizon.
It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this world.”

Najma, 21

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JOB DESCRIPTION – HOUSING ADVICE WORKER

Reporting to: Service Manager and Head of Service (Housing)

Role Overview:

You will be working within our Housing team to deliver an effective housing advice service for young people. You should be experienced in delivering housing advice within a youth and community or other relevant setting, of supporting clients with multiple and complex needs, and have a proven track record of referring and progressing vulnerable people into suitable accommodation.

The key objectives of the post are:

1. To deliver an effective housing advice service to young people accessing New Horizon Youth Centre (NHYC), carrying out thorough assessments of need and enabling young people to move on into independence.

2. To maintain and build a network of relationships with relevant external agencies and internal specialists.

3. To increase accommodation options for young people, both through NHYC's own projects and with external partners and make appropriate referrals into accommodation and external specialist services.

MAIN TASKS AND RESPONSIBILITIES

Young People's Services

Delivering a housing advice service to young people with multiple needs. Including:

1. Working to ensure young people receive a high-quality service from the point of registration to move-on. Taking a hands-on approach to dealing with complex or difficult cases.

2. Carrying out thorough needs assessments with young people accessing the service in order to refer young people into appropriate accommodation and to external specialist services.

3. Providing young people with expert advice and guidance relating to their housing situation. Monitoring and evaluating young people's progress.

4. Engaging other relevant external partners, able to provide accommodation and other move on opportunities to young people.

5. Referring young people to other internal New Horizon Youth Centre teams in order to support their progression, including Health, Youth Work, Outreach and Youth Justice.

6. Providing advocacy and referring young people to a wide range of specialist external advice services including around advocacy, substance misuse, mental health, immigration, counselling, financial/debt advice, and legal services.

7. Attending regular briefings, team meetings, reflective practice and clinical supervision, both with NHYC and project partners. Ensuring that Health and Safety or safeguarding issues are addressed at all times.

Sharing Best Practice

To proactively share best practice with internal and external stakeholders in order to maximise the impact of the work of NHYC. This will include:

8. Identifying and acting to maximise NHYC's profile by seeking out and responding to opportunities with specialists and agencies who might offer resources, funding, or individual services relevant to client needs.

9. Promoting and representing NHYC at relevant forums, meetings and events.

Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

10. Recording all contacts with clients appropriately and maintaining all relevant files and recording systems.

11. Producing written reports in a variety of formats to meet the requirements of NHYC, external service providers and funders, e.g., project reviews and assessment reports.

12. Inputting and extracting information from client monitoring systems and other accounting and database systems. Utilising other relevant software for the production of reports.

13. Being self-servicing in day-to-day administration, and following team and NHYC's administrative procedures.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

14. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.

15. Undertaking development and training opportunities and being responsible for obtaining maximum benefit through review, reflection and practice.

16. Taking a proactive approach to supervision including regular line management supervision, team meetings, team reflective practice and clinical supervision.

Other

To contribute positively and constructively to the development of the team, the service and the Centre. This will include:

17. Covering for other members of the team as necessary.

18. Following NHYC's policies, procedures and performance expectations in all functions of the post.

19. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Service Manager, Head of Services or wider Leadership Team.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

ESSENTIAL EXPERIENCE, SKILLS AND KNOWLEDGE

1. Ability to work effectively with young people facing homelessness to identify personal goals and support mechanisms for change.

2. Experience of delivering specialist housing advice services within a youth, community or other relevant setting.

3. Proven track record of assessing, referring, advocating and progressing vulnerable people into stable accommodation outcomes.

4. A working knowledge of accommodation options and referral pathways relevant to the client group.

5. Experience of working in partnership with both internal and external stakeholders to deliver specific projects or achieve organisational aims and objectives.

6. Ability to maintain enthusiasm for a high level of contact with clients on a day-to-day basis and a genuine interest in helping vulnerable people/young people to make changes in their life to move towards independent living.

7. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults

8. Knowledge of health and safety issues in a working environment

9. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace

10. Understanding of the kinds of challenging behaviour that young people might demonstrate and ability to deliver strategies for dealing with such behaviour.

11. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals.

DESIRABLE EXPERIENCE, SKILLS AND KNOWLEDGE

12. Thorough and up-to-date working knowledge of:
    - Local and National Government policies and procedures in relation to the client group.
    - Relevant local and national organisations and their role/responsibilities in providing support to vulnerable young people.
    - The benefits system and how this impacts young people.

13. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action

ADDITIONAL REQUIREMENTS

14. Willingness and ability to work outside of normal office hours on occasion (within New Horizon's flexible working hour's arrangements) and over the Christmas period.

15. Willingness to work flexibly in response to changing organisational requirements.

16. Willingness to travel to different sites in London.

ADDITIONAL INFORMATION

Location:
The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Contract:
The contract is ongoing, subject to successful completion of a probationary period.

Hours of work:
The role is full-time working 35 hours per week, Monday-Friday (9:30-5:00).

Pay:
The starting salary for role is AP26: £32,136.00.

The salary scale is: AP26 (£32,136.00) – AP30 (£35,778.08)

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	**9am, Wednesday 11th November 2026**
Shortlisted candidates will be informed	**16th November 2026**
Interviews	**Wednesday 20th November 2026**

If you wish to apply for this position, you will need to supply:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements (2 sides of A4). *Please do not include your name, initials, contact details or references in the CV and the file name.*

2. **A supporting statement** (1500 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. *Please do not include your name, contact details or address.*

   The supporting statement is an essential part of your application and will be assessed for shortlisting purposes.

3. **Completed diversity and adjustment questions** – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply, visit our careers site: https://jobs.nhyouthcentre.org.uk

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at recruitment@nhyouthcentre.org.uk or call 0207 388 5560.

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Giving potential a home since 1967

nhyouthcentre.org.uk
@nhyouthcentre

Charity number: 276943
Company number: 01393561

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