

## **Job Description & Person Spec** **Street Storage Support Worker**

**Reporting To:** Caroline Allouf: Storage and Outreach Manager

**Contract Type:** Permanent. Includes a 3-month probation period.

**Salary:** £32,000 p/a

**Hours:** Full time, 35 hours per week. Core hours will be Monday-Friday, 9am to 5pm based at our London Street Storage unit. However this being a frontline role it would require some flexibility around these hours as and when needed. You may also be required on the odd occasion to work out of hours for events throughout the year but these hours will be reclaimed in lieu.

**Location:** London HQ, 200 York Way, London N7 9AX. Training, outreach and events may take place externally.

### **About Street Storage**

Street Storage turned 5 this year. We are an ambitious and innovative homelessness charity - the only charity of its kind in the UK. We provide **free, accessible storage for people experiencing homelessness**. Founded in 2019, we have grown exponentially in the past 24 months and have developed a strong reputation in the sector and the homelessness community.

### **Principle Function:**

To support the Storage and Outreach Manager in coordinating and processing new Street Storage referrals, to coordinate storage access appointments and to manage our storage data and CRM. To work with Street Storage volunteers in collaboration with the Storage and Outreach Manager. To conduct service outreach to increase Street Storage's presence in the community and the wider sector and to increase the number of individuals helped by the storage facility month on month as well as those collecting items. Where needed, to offer support and advice to people using Street Storage's services in a way that best suits each individual.

### **Role Description:**

#### **Day to day tasks:**

- Support the management of day to day referrals, appointments, drop in times and storage administration in order to store belongings respectfully, safely and efficiently.
- Liaise with referrers and individuals needing to store, making judgement calls according to the individual's needs, circumstances and the capacity of Street Storage
- Develop meaningful relationships with people using Street Storage – phone and face to face check ins, helping those who wish to, to explore other aspects of their lives
- Deepen existing referral partner relationships and develop new relationships with referral agents from a number of community organisations, local and national charities and social

organisation

- Advertise Street Storage to the community and advocate for people using Street Storage

**Other additional tasks:**

- Develop a welcoming environment for people to come and access services along with the rest of the Street Storage team
- Take part in Street Storage fundraising events, campaigns and coalitions

**Skills and/or qualifications and experience required:**

- Passion for the service, the need for it and empathy and respect for those who use it.
- Excellent interpersonal skills: the ability to welcome people, to make people feel comfortable and safe storing their belongings with us
- Ability to adapt to the needs of the individual and to go at their pace
- Strong Administrative skills – use of phone, email, Word/Excel/Google Suite, social media and ability to use Salesforce (other CRM system experience will be enough)
- Someone who consistently pays attention to detail
- Teamwork – we are small but mighty and we require excellent communication and collaboration
- Self motivation - the ability to take initiative and work alone, managing your own time and being confident to make wise and safe judgement calls

**Training, Support and Benefits:**

Alongside your salary you will receive:

- Training, supervisions and regular wellbeing check-ins
- Staff Activity and Away Days
- 1x Duvet Day (not included in Annual Leave)
- 1x Extra Holiday Day for your birthday (not included in Annual Leave)

*Street Storage is a London Living Wage Employer and an Equal Opportunity employer: we welcome applications from the diverse community that we serve.*