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# *JOB APPLICATION PACK*

Head of Services – Rough  
Sleeping (RS001)

May 2024

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NEW  
HORIZON  
YOUTH  
CENTRE

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Dear applicant,

Life is not linear. Nobody knows that better than the young people who come to New Horizon Youth Centre. While the thousands of stories they tell us every year are as different as they can be, one thing unites them: their current experiences of homelessness do not define them or where they will end up. Indeed, as one of the young members of our Women's Space told us, sometimes you have got to go through the darkness to get to the light.

During the last few years COVID, cost-of-living and housing crises have created challenges for us all, but young people have felt it particularly acutely. Youth homelessness is currently at unprecedented levels. In 2023, over 20,000 young people in London approached their council because they were, or were about to be, homeless.

To meet these rising levels of need, we are expanding our staff team, services and partnerships. By joining us, you will be part of ensuring New Horizon consistently and powerfully does what it does best: championing young people, collaborating for impact and being determined to find a way to holistically support every young person that comes through our doors.

Whilst making sure that basic needs are met and young people are safe, housed and able to focus on their future, it is also critical that we guarantee that young people, especially those experiencing homelessness who have been systemically denied a voice, are present in the creation of systems that will change and impact their lives for the better.

We are not afraid of being bold and thinking big in response to today's challenges; it requires us to grow our staff team, our collaborations, our funding and our campaigning to end youth homelessness. Staff wellbeing is a crucial part to this journey, along with ensuring that young people are with us every step of the way.

We know that far too many young people find themselves unhoused, unsupported and unsafe. Now is the time to right this wrong and ensure that every young Londoners' potential has a home.

We hope that you'll join us.

A handwritten signature in blue ink, appearing to read 'P. Kerry', with a large, sweeping flourish at the end.

Phil Kerry, Chief Executive

## 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 60 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.

New Horizon Youth Centre is deeply committed to inclusive working practices, so during the application process we commit to:

- Reimbursing any childcare and other care costs whilst you are attending interviews.
- Reimbursing your travel costs to the office and back for interviews.
- Making any 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



# Y

**NEW  
HORIZON  
YOUTH  
CENTRE**

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## *STRATEGIC OBJECTIVES:*

Through 2022 – 2025 New Horizon Youth Centre will focus on:

### 1. Delivering high quality, trauma-informed services for any young person that needs our support

- Refocusing our services around four key outcomes areas (Housing, Safety, Life-skills, and Health) to help us specialise further and grow our impact.
- Redefining the welcomes into our services so that we can build trust and ensure young people get the support they want and move on.
- Creating a brand-new health offer and optimising the scale of our housing offer to address these continued areas of significant need.

### 2. Working with and through others to optimise our offer and maximise our impact.

- Continuing to invest in the London Youth Gateway youth homelessness partnership, scaling its reach and finding more ways to collaborate.
- Revitalising our centre as a hub that provides both drop-in and specialist services via our team and a network of committed partners that share our values.
- More deliberately sharing best practice with partners and statutory agencies so that more professionals are equipped with the skills and knowledge to help.

### 3. Saying what others won't say and do what other won't do to ensure that no single young person misses out, even the young people we will never meet.

- Prioritising services where needs exist without solutions, working with others to innovate and bring these issues to public attention.
- Redoubling our policy work and building our evidence to put 'grit in the system' and ensure that the issues affecting young people are understood and acted upon.
- Working with young people to reframe the narrative around youth homelessness, ensuring that they have the right platform to campaign for change.

And importantly will continue to focus on:

### 4. Sustaining a well-run organisation that invests in staff and celebrates the diversity that makes us a success

- Making good on our commitment to be anti-racist, embedding diversity across our work and practice.
- Renewing our staff care and investing in our technology and facilities so that the team have the practical and emotional support they need to thrive.
- Setting ambitious goals for our fundraising so that we have the resources and financial security to be ruthless in the pursuit of our mission.



# NH YC

*"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*



## NEW HORIZON YOUTH CENTRE



## *JOB DESCRIPTION – HEAD OF SERVICES – ROUGH SLEEPING*

Reporting to: Director of Operations

### Role overview:

Last year we saw a 133% growth in the numbers of young people facing homelessness coming through our doors. Nearly half of them are – or recently have been – sleeping rough. With the numbers of young rough sleepers in the capital growing at an alarming rate, New Horizon Youth Centre has had to take decisive action to unlock further support and housing for this group.

Providing services to young people facing rough sleeping has been consistent in our history. We already deliver the only youth-specific street outreach service in London and co-deliver the Youth Hub emergency accommodation project alongside Depaul UK. The Head of Services – Rough Sleeping is a brand-new role for the organisation and will build on this work, leading on developing a new internal strategy for young people facing rough sleeping and working to prevent young people from experiencing homelessness in later life.

The Head of will need to be strategic in approach and an excellent relationship builder. They will act as our lead colleague on relationships with the Greater London Authority and London Councils' rough sleeping teams, working with them to ensure our learning and insights inform policy and ultimately, open up access to emergency and long-term accommodation for those under 25.

Alongside this, they will need a keen eye for operational detail, have experience of delivering homelessness services, and be passionate about piloting new solutions to prevent homelessness among young people. More than anything they will need to champion what young people can achieve, be committed to collaborating with others, and determined to find a way.

The key objectives of the post are:

- To lead on New Horizon Youth Centre's (NHYC) referral, outreach and rough sleeping services, embedding a new team and developing relevant strategic priorities.
- To motivate, lead and develop a multi-disciplinary team of referrals, outreach and advice workers, ensuring they provide holistic services to young people currently or at risk of rough sleeping.
- To work in partnership to successfully deliver and scale-up the Youth Hub emergency accommodation project for young people experiencing rough sleeping in London.
- To establish pan-London partnerships with relevant statutory and voluntary stakeholders, in order to improve referral pathways for young people facing homelessness.
- To work collaboratively and productively as part of the Leadership Team, promoting



effective cross-team working that contributes to the overall objectives of NHYC.

## MAIN TASKS AND RESPONSIBILITIES

### 1. Young People's Services

To lead on provision of high-quality referral, outreach and emergency accommodation services to young people at risk of rough sleeping. This will include:

- 1.1 Overseeing the NHYC youth-specific street outreach function, ensuring the team delivers effective and targeted sessions throughout the week, and responds flexibly to emerging needs.
- 1.2 Leading on effective delivery and potential scaling up of the Youth Hub emergency accommodation project in partnership with Depaul UK and the GLA.
- 1.3 Developing more streamlined referral routes and trauma-informed triage processes for new young people accessing NHYC.
- 1.4 Working with the Designated Safeguarding Officers to ensure services are safe for young people, staff, external partners, and other relevant stakeholders.
- 1.5 Carrying out regular risk assessments for services. Ensuring safeguarding concerns are followed up systematically, including making referrals to statutory services.
- 1.6 Ensuring that the inclusion and participation of young people in service delivery is maintained and promoted.
- 1.7 Providing expert coaching and guidance to staff providing services to young people.
- 1.8 Processing and responding promptly and objectively to complaints from young people and external agencies.
- 1.9 Contributing to the running of the day centre including coordinating daily work planning, managing Health and Safety, and addressing any safeguarding issues as a priority.
- 1.10 Taking a hands-on approach to dealing with complex or difficult cases.
- 1.11 Contributing to applications for new project funds or other resources.

### 2. Staff Management

To work with the Director of Operations and senior managers to lead and develop a staff team that makes a full and positive contribution to the achievement of NHYC's mission. This will include:

- 2.1 Participating in recruitment and selection of new staff, volunteers, students and locum workers.
- 2.2 Leading, managing and motivating team members including staff, volunteers,



students and locum workers by means of:

- Developing and implementing planned programmes of induction
- Setting and monitoring annual individual performance objectives and development plans
- Holding regular recorded supervisions, annual appraisals and team meetings.
- Managing the workload of the team to ensure an appropriate work-life balance
- Actively promoting a learning and development environment.

2.3 Dealing with problems concerning staff conduct, performance and attendance in line with policies and procedures.

2.4 Ensuring any students, volunteers or locums are appropriately trained and supervised when assisting with delivery of the service.

### 3. 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:

3.1 Developing and maintaining effective working relationships with services who might offer resources or funding relevant to young people's needs. Formulating Service Level Agreements where appropriate.

3.2 Piloting new systems and projects that will benefit the services and assist in best practice throughout the whole organisation and wider sector.

3.3 Working with the Head of Policy, Learning and Communications to market and profile the service.

3.4 Promoting and representing NHYC externally at relevant forums, meetings and events.

### 4. Information Management

To produce and maintain accurate and useful information in a range of formats in order to drive learning and ongoing service improvements. This will include:

4.1. Using the InForm database for recording and reporting purposes, ensuring the team maintain all case files in line with organisation procedures.

4.2. Producing written reports in a variety of formats to meet the requirements of the Director of Operations, service providers and funders.

4.3. Being self-servicing in day-to-day administration and following NHYC administrative procedures.

4.4. Being fully and compliant with NHYC GDPR policies. Working with the Leadership team on relevant compliance monitoring and action planning.



5. 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:

- 5.1. Continuously reviewing own working practices in line with client feedback, staff consultation and current best practice.
- 5.2. Evaluating own performance to identify strengths and areas for development. Identifying own learning and development needs and opportunities.
- 5.3. Undertaking development and training opportunities and engaging regularly in clinical supervision and reflective practice.

6. Other

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

- 6.1. Acting on behalf of the Director of Operations on day to day matters in their absence and contributing to the overall management of the organisation as requested.
- 6.2. Covering for other members of the team as necessary.
- 6.3. Implementing NHYCs Policies and Procedures in all functions of the post.
- 6.4. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Director of Operations or Chief Executive.
- 6.5. Attending all Leadership and Management team meetings, participating constructively in operational planning and strategic work.

## *PERSON SPECIFICATION*

### Qualifications, Experience and Track Record

*E: Essential*

*D: Desirable*

1. Experience of managing a diverse range of quality youth services and projects. (E)
2. Experience of managing street outreach services and/or emergency accommodation projects. (D)
3. Ability to work effectively with young people facing homeless to identify personal



goals and support mechanisms for change including for those young people with multiple complex issues. (E)

4. Experience of managing a multi-disciplinary team, including staff, locums, volunteers and students, and a proven track record of dealing positively with a range of HR issues. (E)
5. Ability to create and maintain external partnerships and networks to achieve organisational aims and objectives, including co-delivery of projects or services. (E)
6. Experience of using IT systems (including client databases) to support the achievement of personal and collective work goals. (E)

#### Specialist Knowledge and Role Requirements

7. Ability to maintain enthusiasm for a high level of contact with young people on a day-to-day basis and a genuine interest in helping vulnerable young people to make changes in their life and move towards independent living. (E)
8. Ability to develop and manage risk assessments and procedures across multi-disciplinary teams to ensure the safety of staff and young people, including in higher-risk settings such as out on the street. (E)
9. Understanding of the kinds of behaviour that young people who are rough sleeping might demonstrate and ability to deliver strategies for dealing with such behaviour. (E)
10. Thorough and up-to-date working knowledge of:
  - Local and National Government policies and procedures in relation to the client group. (E)
  - Relevant organisations and their role and responsibilities in providing housing support to vulnerable young people. (E)
11. Knowledge of working to performance indicators, including monitoring and reporting on service outputs and outcomes, analysing performance information, and identifying corrective action. (E)
12. A high level of knowledge of health and safety issues in a working environment. (E)
13. A thorough working knowledge around safeguarding policy and procedures for children and vulnerable adults. (E)
14. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace. (E)
15. Enthusiasm for evolving services and projects in response to demands from the organisation and wider sector, including a proactive attitude and willingness to pilot new initiatives. (E)

Additional Job Requirements

16. Willingness and ability to work outside of normal hours on occasion (within New Horizon's policies). This includes working over the Christmas period where required. (E)
17. Willingness to travel across London for the purposes of the role. (E)
18. Willingness to work flexibly in response to changing organisational requirements. (E)

*ADDITIONAL INFORMATION*



# New Horizon Youth Centre

Head of Services – Rough Sleeping (RS001)  
Job Application Pack, May 2024



## Contract

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

## Location

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR. Some travel across London will be required.

## Hours of work

The role is full-time (35 hours per week), Monday-Friday. Some work over the Christmas period will also be required.

## Salary

The starting salary for the role is £46,800.00 (pro rata). The salary scale is: AP37 (£46,800) to AP41 (£52,000). New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

## 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	10am on Wednesday 29 <sup>th</sup> May
Shortlisted candidates will be informed	31 <sup>st</sup> May
Interviews	Friday 7 <sup>th</sup> June, in person

If you wish to apply for this position, please supply the following in a word document format.

1. A detailed CV setting out your career history, education or qualifications, and other key responsibilities or achievements.
2. A supporting statement (up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the Person Specification. Please address the points in Person Specification only. Please note that the supporting statement is an important part of your application and will be assessed as part of your full application.
3. Completed Additional Details Form – [Please find here](#) or on the job advert on our website. 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.

All documents should be emailed to [recruitment@nhyouthcentre.org.uk](mailto:recruitment@nhyouthcentre.org.uk), making sure to put the job reference: RS001

If you would like to apply for more than one role, please make your preferred area(s) of work clear in your supporting statement.

Please ensure all application documents are provided in a word document format. This is to allow for the recruitment team to anonymise documents before sending to the shortlisting panel.

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 the email address listed above 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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