Harrogate Homeless Project
Support Worker

Main purpose of job:

Responsible for the day-to-day administration of our hostel, Springboard reception and flats. As part of a team, help meet our clients' personal, social, learning, work and housing needs to meet HPP's objectives.

Main duties:

- **Reception**: Providing a reception service at our hostel, flats and Springboard for clients and members of the public.
- **Client induction**: sign in new residents ensuring that all the relevant paperwork is completed. Working with HHP caseworkers you will ensure clients attend support activities identified for them.
- **Support**: To give person-centred support for clients in a welcoming, safe, non-discriminatory and non-judgmental environment. To support the induction and supervision of volunteers.
- **Acceptable behaviour**: To issue warnings and evictions as necessary in line with our policies and procedures.
- **Cash handling**: To collect service charges from clients and to accept donations from members of the public and accurately recording transactions.
- **Record keeping**: Using our database to keep comprehensive records and logs up-to-date.
- **Communicating**: Following our procedures, policies and values and ensuring these are respected by our clients.

Examples of specific duties:

- **Health and safety**: Carrying out regular checks, including room checks, to ensure that the hostel is clean and safe for staff and clients.
- **Maintenance**: Supported by the team ensuring that repairs and replacements are undertaken in client accommodation and reporting larger maintenance issues to colleagues for action.
- **Dispute resolution**: Working to resolve issues of concern to clients in a professional way.
- **Housing benefit**: ensuring that housing benefit is claimed for each client and service charges are collected. Keep the appropriate documentation and make available to the Financial Controller.
- **Teamwork**: Playing your part in supporting HHP's fundraising and promotional initiatives as part of the team.
- **General**: Any other reasonable duties that may be requested from time-to-time.

Person specification:

Essential:

- Ability to initiate and maintain constructive relationships with clients and colleagues.
- Experience of handling confidential information.
- An ability to follow company procedures.
- Good organisation and time management skills.
- Good IT skills.
- Willingness to work flexibly in response to the day-to-day requirements of the charity and our clients.

Desirable:

- A relevant qualification in supported housing, welfare advice, mental health, social work, health care or similar.
- Experience working with homeless or vulnerable people and knowledge of the issues surrounding homelessness.
- An understanding of strategies for coping with difficult situations and minimising risk.
- Strong communication skills, organisational abilities and attention to detail.
- Ability to work on own initiative.
- Commitment to self development.

Reporting lines:

The postholders is responsible to the Senior Support Worker

Close working relationships will be with colleagues in the client services team and volunteers.

Harrogate Homeless Project
March 2025