

Job Description

Job Title:	Sessional Worker
Responsible to:	Homeless Services Manager
Responsible for:	N/A

Job Purpose:

- To assist the Homeless Services Manager and Hostel Support Workers in ensuring the day-to-day provision of a comprehensive domestic and housing management service to residents who have a range of social, health or learning needs.
- To work in accordance with the policies, practice, and procedures as laid down by the Board of Tyne HA in liaison with partner agencies.

Main Duties:

General:

- To provide domestic services, basic housing management and concierge and security services at the appointed hostel.

Basic housing management:

- To be responsible for the collection and recording of weekly charge payments from residents.
- To keep records of daily events of the hostel in the hostel log.
- To ensure that the hostel is maintained and kept in a good state of repair.

Domestic services:

- To undertake cleaning duties ensuring that the hostel is kept clean and tidy at all times, encouraging residents to take an active part in the cleaning of their rooms and of communal areas in the hostel.

Concierge and security services:

- To control and facilitate the appropriate access and egress of residents to and from the hostel and individual bedrooms.
- To supervise and enforce the reasonable behaviour of residents in the hostel within the rules set down for residents at the hostel

Other Duties:

- To attend staff and hostel meetings, giving verbal and or written reports at staff meetings where required.
- Other duties consistent with the successful management of the hostel, as reasonably directed by the Homeless Services Manager

Person Specification

Essential skills and experience:

(to be evidenced at application and interview).

- Evidence of practical skills relevant to job description
- An effective range of interpersonal & communication skills
- Ability to work within a team and on own initiative
- Willingness & flexibility to work shifts, sometimes at short notice
- An understanding of confidentiality and the ability to deal with information of a highly personal and sensitive nature

Values are at the core of Tyne Housing.

As an employer, we will provide exceptional skills training and personal development opportunities to all of our people.

If you have experience in a similar role or organisation you may wish to use examples from that experience.

We encourage applications from people who can demonstrate to us, and to the people who use our services, the following key behaviours;

Our Purpose: **We're here to help people get to a better place.**

Core value	Key behaviours for all staff and volunteers	Key behaviours for line managers
<p>We believe in people</p> <p><i>We believe in their strength, willpower and courage. We believe in each other, in those we support and in our community.</i></p>	<p>Good listening skills</p> <p>Comfortable communicating with a wide range of people</p> <p>Approachable</p> <p>Ambitious for our people and our local communities</p> <p>Empathetic</p>	<p>Respect for the team</p> <p>Active listening skills</p> <p>Understanding of work and personal life</p> <p>Supportive</p>

We won't give up

We stand by our region's most vulnerable people, we believe that everyone deserves a chance to get to a better place.

- Respectful
- Resilient
- Passionate about the work
- Honest and truthful - straight talking
- Tenacious - getting things done

- Builds confident teams
- Instils positivity
- Instils self belief
- Seeks to understand underlying issues

We activate change

We are a catalyst for change, supporting small steps that lead to greater transformations.

- Appreciates the role of safety and stability as foundations for positive change.
- Promotes access to opportunities
- Creative and flexible approach
- Builds trust
- Can challenge in a positive way

- Positive about change
- Leads by example
- Move forward attitude
- Inspirational

We're better together

We invest in our region and in our communities. We're serious about progress and take pride in our relationships. We work with an open mind and embrace new opportunity.

- Belief in partnerships
- Takes pride in our work
- Values all roles in the team
- Take responsibility for each other - going the extra mile
- Reflective - learning from each other

- Outward looking
- Looks to the whole system
- Promotes our work externally
- Learns from best practice.

Terms and Conditions

Annual remuneration: £118 per session

Hours of work: 12.5 hour day or night shifts

Support and supervision will be provided by the Homeless Services Manager.

Tyne is an accredited Investor In People and Equal Opportunities employer as well as holding a silver Better Health At Work Award.

This post is subject to an enhanced Disclosure and Barring Check.

Tyne HA is a registered society under the Co-operative and Community Benefits Societies Act 2014 number 21011R and is a charitable housing association