

**TYNE HOUSING ASSOCIATION LTD
JOB DESCRIPTION
HOSTEL WORKER**

RESPONSIBLE TO: Homeless Services Manager

JOB PURPOSE:

1. 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.
2. To work in accordance with the policies, practice and procedures laid down by the Board Tyne HA.

MAIN DUTIES

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

Basic housing management:

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

Domestic services:

1. 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:

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

Other Duties:

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

TERMS AND CONDITIONS

Annual remuneration £17,677 - £18,240

Hours of work 3 x 12.5 hour per week to be worked on a day and night rotational shift pattern including weekends and public holidays.

Annual Leave

195 hours per year excluding public holidays. Public holidays will be accrued as they occur at an equivalent of 7.5 hours per public holiday (pro rata for part time workers)

Notice Period

4 weeks

Supervision and direction will be provided by the Homeless Services Manager.

All staff are employed subject to the satisfactory completion of six months probationary period

All staff will be subject to an enhanced DBS check.

Specific terms and conditions will be as stated in the Terms and Conditions of Employment document

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HOSTEL WORKER
PERSON SPECIFICATION**

It is expected that the successful candidate will have an understanding of the issues around homelessness.

The successful candidate will also be expected to demonstrate the following qualities, skills or knowledge.

ESSENTIAL

1. An understanding of the needs of homeless people
2. Effective range of inter-personal skills
3. Experience of handling cash.
4. Evidence of practical skills relevant to job description
5. An understanding of confidentiality and the ability to deal with information of a highly personal and sensitive nature
6. Ability to work within a team and on own initiative
7. Ability to use supervision and support of Line Manager and colleagues effectively
8. Willingness to work shift patterns day and night
9. Ability to deal effectively with situations of conflict and aggression in an assertive and non-violent manner.

DESIRABLE

1. Experience of work with homeless people or similar disadvantaged group.
2. Awareness of supported housing provision.
3. Experience of working with people with mental health problems and/or substance dependence.
4. Good recording, administration and bookkeeping skills