

Job Description

Job Title:	Sessional Hostel Worker
Responsible to:	Homeless Services Manager
Location:	Byker Bridge House, Newcastle

Job Purpose:

With the support and guidance of the Homeless Services Manager, help to provide comprehensive housing management and domestic service to vulnerable residents at a hostel for those requiring emergency accommodation.

The post is offered on a sessional basis with 12 hour day and night shifts Monday – Sunday.

The Job in Context

Byker Bridge House has provided housing to some of Newcastle’s most vulnerable people since 1995.

Working with Newcastle City Council, we house people experiencing a housing crisis who have nowhere else to go and work hard to ensure that everyone has a chance to “get to a better place”.

As a Sessional Hostel Worker you’ll play a really important role in making this happen by helping the residents to keep the building and their rooms clean, working with them to develop simple life skills to help them live independently, ensuring they pay their service charges and abide by the house rules, and keep them and Byker Bridge House safe and secure.

Some experience of working with vulnerable people may be useful but what’s really important is having empathy, communicating well, and listening. It’s a challenging job but an incredibly rewarding one.

Main Duties:

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

1. 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.

2. Domestic services:

To ensure that the hostel is kept clean and tidy at all times

To encourage residents to take an active part in cleaning their rooms and the communal parts of the hostel.

Assist residents in developing essential life skills by helping them with daily tasks such as cooking, laundry etc.

3. Concierge and security services:

Ensure the safety of residents and staff by controlling access to the hostel.

Ensure that residents behave in an acceptable manner, and adhere to the requirements of their license agreements and the house rules

4. Other Duties:

Attend any training that may be required

Any other appropriate duties decided upon by the Homeless Manager.

Person Specification

Essential skills and experience:

(to be evidenced at application and interview).

- Competent in using IT systems for record keeping and seeking information.
- Empathy
- Communication and listening skills
- A commitment to the values of Tyne

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, but we are just as interested in people who may not have direct experience but share our values and our commitment to making a difference.

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

Pay per shift: £121

Hours of work: 12.5 hour shifts as requested

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

Support and supervision will be provided by the Homelessness 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.