

Job Description & Personal Spec



Job title:	Hostel Support Assistant
Salary:	£11,481.60 (or £21,528 FTE)
Hours:	Average 20hrs to week on a 3-week rota
Start date:	ASAP
Reporting to:	Assistant Manager
Place of work:	The Elms, Hemel Hempstead

Overall Job Purpose

Responsible for designated duties at The Elms i.e. activities and associated administrative tasks. To take responsibility for other areas when necessary, and deputise in the Key Workers absence. To maintain a professional relationship with residents and assist them with their day to day needs. To create a culture of equal partnership by Key Worker working collaboratively with Hostel Support Assistant through mutually respect and understanding of each other's role and responsibilities.

Duties and Responsibilities

- On Arrival, read the staff Handover and keep handover updated through your shift
- Complete Paperwork to requesting Police background checks
- Handout post to residents
- Handout Medication to residents
- Collect service charges when Key Workers are not available
- Prepare Crash Pad and complete crash pad paperwork
- Answer the phone, deal with queries if and when required
- Update and issue new key cards
- Supply laundry coins to residents when required
- Assisting with Breathalysing or drug testing residents
- Assist in Emptying rooms following vacation
- Assisting Security when residents needs to be searched
- Prepare, cook and serve meals for residents if and when required,
- Keep the communal area clean and tidy at all times
- Washing of Crash Pad/Pod bedding
- Tidying and re-stocking Crash Pods at the weekends
- To redirect calls from the public to DBC Homeless Out of Hours Team
- To assist Residents in seeking physically /mental health advice via 111 or The Crisis Team
- Supervise Residents Meal time and record numbers on the Meal Sheet
- Put away weekly shopping and make sure that the milk is place in the fridge in date order

Possible Additional Tasks:

- Carrying out welfare checks over the weekends.
- Familiarising ourselves with new clients/risk assessments.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Manager.

Person Specification – Hostel Support Assistant

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none"> • A good standard of Education 	<ul style="list-style-type: none"> • Industry qualification
Knowledge & Experience	<ul style="list-style-type: none"> • A good understanding of working in a hostel or care environment • Experience of supporting vulnerable people who have complex needs • Liaising with a range of service providers or agencies, in order to establish, or improve, services for clients • Understanding of the principles of a quality and customer-focused service 	<ul style="list-style-type: none"> • Experience of working or volunteering for a Charity • Understanding of the issues facing homeless people •
Skills & Abilities	<ul style="list-style-type: none"> • Ability to work well under pressure and deal with emotionally charged, and pressured, situations • Proven ability to empower service users • Self-motivated and can manage time effectively; prioritising work according to needs • People's person and a natural team player, willing to get stuck in • IT literate • Administratively self-sufficient 	<ul style="list-style-type: none"> • Thrive in a fast-paced environment • Good standard of written English
Personal Qualities	<ul style="list-style-type: none"> • People-focused • Caring • Considerate • Tact and diplomacy • Ability to build and maintain relationships • Ability to work independently and use own initiative • Self-motivated with the ability to motivate and enthuse others • Can-do attitude, 'hands-on' • Enjoy collaborative working 	<ul style="list-style-type: none"> • Solutions-focused • Compassionate • Passionate about making a positive difference to people's lives • Passionate for the cause • Goes the extra mile

How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Fill in the **DENS Application Form** including your Supporting Statement
- Submit your application to **HR@dens.org.uk**
- Closing date for receipt of applications is **5th July 2021**
- We may interview, and offer the role to a suitable candidate before the deadline

We will not accept a general CV for this role

For an informal chat, please ring our HR Manager, Jacky Stafford on 01442-913273
Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit www.dens.org.uk