

## **Job Summary**

The Hostel Worker will be based at Reception in the project and will represent the service to clients and visitors as a first point of contact. The post holder will ensure that the day to day running of the project is carried out efficiently and within the framework of psychologically informed practice. The post holder will undertake daily reception and building management tasks, support clients in their transition into the service, to use the service effectively, maintain their personal space and attend appointments. The post holder will support keyworkers and the service's Training and Personal Development Worker to deliver bespoke personalised support plans to clients, including the delivery of activities. The post holder will need to understand a strengths-based approach to support and service delivery to clients.

## **Responsible To**

- Deputy Manager
- Operational Manager
- Through line management to the Trust's Board of Management.

## **Responsible For**

- Bank Workers, Students, and Volunteers in the Operational Manager and Deputy Manager's absence

## **Significant Working Relationships**

- Phase One service users
- BHT Sussex staff
- Brighton and Hove City Council
- St Mungo's Street Outreach Service
- Probation Service and Police
- NHS Trust
- Benefits Agency and Housing Benefit
- Relevant statutory and voluntary organisations concerned with the interests of clients

## Duties / Responsibilities

### Service Tasks include

1. To undertake the practical management of the project according to the project's operational manual, whilst on shift. For example:
  - a) Ensuring the active implementation of the project's policies and procedures.
  - b) Staffing a busy reception area and providing appropriate signposting and support to clients and ensuring the presentation of the Reception area meets professional and welcoming standards.
  - c) Delivering support that includes interventions to reduce risk taking behaviour, managing challenging behaviour, and following risk management plans and incident reporting procedures.
  - d) Ensuring the building is clean and welcoming and encouraging service users to take responsibility for maintaining their personal space.
  - e) Taking a lead on bagging and storing client belongings when they leave and assisting clients with their belongings when moving into the hostel.
2. Making sure the reception of clients, and all visitors, is warm and welcoming.
3. Participating in single homeless people attending interviews prior to moving into the project.
4. Participating in the induction of new service users, including informing clients of their rights and responsibilities and explaining the aims and purpose of the project, explaining how the hostel works, including laundry provision, post, visitors, mealtimes.
5. Offering support to clients to ensure that they feel safe and secure within the project and are treated with dignity and respect.
6. Assisting key workers with the delivery of personalised support plans to clients, building on their strengths in order to meet needs and enable people to move on.
7. Keeping full and accurate casework records and acting as a focal point for information for clients in their keyworkers absence and ensuring the key worker is kept up to date via email or the Bthink database.
8. Participating and leading on practical and life-skills training with clients in order to promote independence and prevent future tenancy breakdowns.
9. Providing appropriate welfare rights advice to clients in the key workers absence.

10. Ensuring that resident's rights are protected and acting as an advocate for clients in partnership with the key worker.
11. Liaising with other appropriate agencies involved in delivering support and attending appointments with clients in the key workers absence.
12. Collecting cash payments of service charges when required; maintaining the petty cash system accurately and accountably.
13. Record keeping including completing log entries and updating Inform (the projects internal data base for recording client contacts) and updating client records
14. Undertaking manual and computerised administration tasks such as filing, photocopying and the upkeep of statistics.

### **General**

15. Undertaking the support of Bank Workers and agency staff, ensuring they have a clear understanding of their responsibilities.
16. Participating in team and other meetings and participating in Reflective Practice.
17. Participating in a shift system.
18. Following all leave and other absence procedures.
19. Actively participating in supervision and undertaking appropriate training.
20. Developing and implementing the Trust's equal opportunities policy and carrying out duties with due regard to the policy.
21. Responsibility for compliance with health & safety procedures.
22. Undertaking such other duties appropriate to the grade and character of the work as may reasonably be required.

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR &

Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time".

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.