



**Job Title:** **Casual Worker, Young People's Supported Accommodation**

**Reports To:** **Service Manager - Young People's Supported Accommodation**

**Contract:** **Variable**

### **Background**

Cardinal Basil Hume founded the Centre in 1986; we offer a diverse range of services for homeless young people, families in need and the local community on one site. The Centre enables people to gain the skills and support they need to overcome poverty and homelessness.

We have a person-focused approach which encourages us to recognise that each human being is different with complex needs and so our response needs to be multi-layered.

Therefore, we offer six principal service packages: residential services for homeless young people; family support; housing and welfare rights advice; employment support; learning (English and Digital Inclusion) and skills; and immigration advice and advocacy.

The Centre takes the Benedictine ethos of our founder seriously, ensuring that we offer a non-judgmental welcome and a stable and safe environment for people in need to seek help and support.

With an annual income in the region of £2.8 million, there are currently 60 staff members. In addition, the Centre benefits from the generous and diverse contribution of volunteers; there are currently some 100 active volunteers.

Our 32 bed supported accommodation offers 16 – 25 year olds a safe place to stay for up to a year whilst developing the skills that will enable them to go on and build an independent life.

Many of our residents have complex needs and the Centre offers a range of on-site services as well as working closely with a range of other agencies to provide specialist support that will enable residents to address the obstacles that they are facing and empower them to achieve more.

Basil Hume House is five self-contained units; three studio flats and two one bedroom flats providing move on accommodation for young people.

## Key Purpose

- This is a varied role and an excellent way of gaining experience in the homelessness sector, specifically working with Young People.
- Casual Workers provide first contact, safeguarding and support to the residents in our Supported Accommodation. The post-holder will be responsible for controlling access to the building, dealing with emergencies, carrying out Health and Safety checks and communicating any concerns or events to the rest of the team. You will also collaborate with team members and support the team in their work with residents.
- Casual Workers will demonstrate a non-judgemental attitude and an understanding of the issues faced by the client group. Residents may be experiencing complex issues such as; mental and/or physical ill health, challenging behaviour, substance use and offending.
- As this is a zero-hours contract, you will not have any normal hours of work nor are you guaranteed any. You will be offered work if and when it becomes available. You will be given reasonable notice, when possible, of available work, however you are not obliged to accept any shifts that are offered to you.

## Key Tasks

- To provide cover in our Supported Accommodation over a variety of different shifts and be the first point of contact for clients during the day or night.
- Shifts may include, but are not limited to; 'Early' (8am – 4pm), 'Late' (12.30 – 8.30pm) and 'Waking Night' (8pm – 8am / 8.30pm – 8.30am).
- To engage with and support residents in a person centred manner to help them achieve their goal of moving on positively in their lives.
- To maintain the safety and security of residents and the building by supervising the entry and exit of the building, undertaking regular Health and Safety checks, monitoring the CCTV system and addressing challenging behaviour effectively.
- To keep accurate and confidential logs of events, report of incidents, record contact with clients and report any maintenance issues.
- To take immediate appropriate action in the event of an emergency.
- To ensure a safe and healthy environment for residents by reporting any cleaning or maintenance tasks appropriately.

## General

- To adhere to the Cardinal Hume Centre's Policies and Procedures at all times.
- To act professionally and work within the values of the Cardinal Hume Centre.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas of improvement and development.

- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required.
- Attend relevant training where applicable.

*This job description covers the current range of duties and will be reviewed from time to time. It is Cardinal Hume Centre's preference to reach agreement on changes, but if agreement is not possible, the Centre reserves the right to change this job description.*

## **PERSON SPECIFICATION:**

### **Experience**

- Some experience of dealing directly with the public and/or clients or costumers in a busy service environment.
- An understanding of, and empathy with, the issues faced by homeless or vulnerable housed people, particularly Young People.
- Experience in using your initiative and making appropriate decisions when faced with emergencies or unexpected situations.

### **Skills, Knowledge and Abilities**

- A non-judgemental approach to working with people experiencing homelessness.
- Ability to show insight, openness, maturity and stability in the face of pressure
- Able to follow procedures accurately and keep simple records to demonstrate completion of tasks.
- Understanding of the need for confidentiality and discretion at work.
- Experience of Safeguarding.
- Basic IT skills; ability to log on to systems to input simple information and type emails.

### **The following are required of all roles within the Hostel:**

- Genuine interest in and commitment to Cardinal Hume Centre's work and client group.
- An understanding of and commitment to diversity & equality.

## **TERMS AND CONDITIONS:**

Basic rate per hour:	£10.78 per hr plus accrued holiday pay
Hours:	Variable. You will not have any normal hours of work and are not guaranteed any hours of work. You will be offered work if it becomes available and will be given reasonable notice of available work. You are not obliged to accept any shifts offered to you.
Probation Period:	Three months with a one week notice period
Contract:	Rolling casual contract

Pension: The Centre provides an auto-enrolment pension scheme for staff who are eligible and will match employee contributions up to a maximum of 6%.

The Centre is an Equal Opportunities Employer.

The Centre requires all its staff and volunteers to respect the ethos of the Centre and to be in sympathy with its aims and objectives. A commitment to respecting and implementing the Centre's Equal Opportunity Policy is also expected.

The Centre requires its staff to recognise the valuable role that volunteers play in the work of the Centre and to welcome and support volunteers with whom they work.

The Centre requires all its staff and volunteers to undertake an appropriate level of DBS or police check.

### **CARDINAL HUME CENTRE'S VISION:**

The Cardinal Hume Centre strives towards a society where everyone has a safe place to live and the opportunity to reach their full potential.

### **MISSION:**

Turning Lives Around: The Cardinal Hume Centre enables families, children and young people to overcome poverty and avoid homelessness.

### **WE WILL:**

**Value** each person

**Welcome** and include

Encourage **potential**

Work **together**

**Learn**, reflect and improve

***'Each person matters, no human life is redundant.'** Cardinal Basil Hume OSB*