**BRIGHTON & HOVE CITY COUNCIL**

**JOB DESCRIPTION**

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| **JOB TITLE:** | **Relief Hostel Worker** |
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| **REPORTS TO:** | **Deputy Manager** |
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| **DEPARTMENT:** | **HASC** |
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| **SECTION:** | **Hostels – Glenwood Lodge Project & New Stein Mews**  **Hostel** |

**PURPOSE OF JOB**

To take responsibility for the safety and security of the hostel and its residents.

**PRINCIPAL ACCOUNTABILITIES**

1. Regularly patrolling and monitoring all areas of the premises, ensuring safety and security procedures and statutory obligations are adhered to.
2. Ensuring that residents abide by the agreed conditions of the occupation of the premises.
3. Challenging/confronting behaviour which threatens the aims of the hostel and ensuring that all work at the hostel is carried out in accordance with the aims of the project including dealing with complaints.
4. Undertaking manual and computerised administration tasks such as filing and photocopying.

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required.

Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job.

You will be consulted about any proposed changes.

***BRIGHTON & HOVE CITY COUNCIL***

**PERSON SPECIFICATION**

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| **JOB TITLE:** | **Relief Hostel Worker** |
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| **DEPARTMENT:** | **HASC** |
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|  | **ESSENTIAL CRITERIA** |
| **Job Related Education and Qualificationsand Knowledge** | * Understanding of the issues surrounding single homelessness. * Understanding of the issues around confidentiality. * Knowledge and understanding of health & safety and general cleanliness within a hostel. |
| **Experience** | * Experience of working within a human services organisation * Experience of working and acting alone with the ability to act appropriately in stressful circumstances. * Experience of working with clients with mental health problems |
| **Skills/Abilities**  **Other Requirements** | * Able to set boundaries, to challenge appropriately and to manage conflict constructively. * Able to work under pressure within a stressful environment, take responsibility and make decision including unpleasant ones * Able to interview clients to collect information, assess needs and take appropriate action. * Able to develop and maintain good working relationships with staff, customers and other organisations. * Able to listen carefully and with empathy and give effective support in times of distress. * Able to manage and plan own workload to meet deadlines and targets. * Able to work as a supportive and effective team member. * Using a PC able to write basic reports, complete forms and keep full and accurate records. * Willingness and commitment to attend training courses as required and participate in supervision sessions * Capable of working unsocial hours on a regular basis. * Willing and able to carry out cleaning duties as required. |
| **Equalities** | * To be able to demonstrate a commitment to the principles of Equalities and to be able to carry out duties in accordance with the Council’s Equalities Policy. |
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