

Job description

Bank Workers (Zero Hours Contract)



The Hope Hub Charity (CIO) was formed in December 2017 in response to a defined need to serve those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s) working in partnership with Surrey Heath Borough Council.

An exciting new Emergency Accommodation Service is due to open in December 2021. We need you if you have an interest and passion to help those who find themselves homeless and be part of the Evening and the Overnight Team at The Hope Hub. Full training will be given and you will report into our Emergency Accommodation Supervisor. Are you looking for some added hours from your regular job? Are you looking to gain more experience in working in areas of homelessness and housing? If so, a bank position may be right for you.

The evening Case Workers will serve and prepare (if necessary) an evening meal for up to 6 short term tenants (aged 18+) and engage in conversation completing any necessary administrative duties on our CRM (full training will be given). A hand over summary to be passed to the Overnight Worker and Day Service.

The overnight Workers will ensure the building is safe at night and record any tenant concerns where necessary, prepare the kitchen for cereals and hot drinks for breakfast. Carry out a safety check and ensure the kitchen is clean and building/rooms are clean and tidy, tenants depart at 08.30am and secure the building when finishing at 09.00am each morning.

This is a 7 days a week service and we are looking for people to provide cover, sometimes at short notice. The shifts are as follows:

- Bank cover for evening working from 17.30 to 23.00 hrs.
- Bank Cover for overnight from 23.00 hrs to 09.00am

We are a busy frontline charity supporting people who are homeless, at risk of becoming homeless, unemployed and/or struggling with their mental health and provide 1:1 intervention and wellbeing support. We operate from a holistic, person centred approach and seek to help each person become the best they can be.

Comprehensive training will be given. Please refer to the full job descriptions on the website : www.thehopehub.org.uk

Confidence in lone working with a mixed service user group is a must.

Useful qualifications but training will be given for those with the aptitude and desire to work in these key roles:

- L2 Food and Health & Safety
- L2 - L3 Emergency First Aid at work
- Reasonable IT skills required.

A mobile phone will be provided for the working hours.

Your application:

Please note: The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job

All candidates are expected to complete a THH Application Form and can be downloaded from the website <https://thehopehub.org.uk/thh-app-form-feb18-staff-amend/> or collected from The Hope Hub offices on request. Specific questions about this post should be directed to: mags.mercer@thehopehub.org.uk / 07783 430092 The interview will be conducted at: The Hope Hub offices or online.

Reference ID: Bank case worker

Job Types: Part-time, Permanent Bank Staff

Salary: £12.50 per hour

COVID-19 considerations:

Safe working practices are in place at all times.

Thank you for caring about those on the fringes of society