



FirmFoundation
Brigade House
Brigade Close
South Harrow
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www.firmfoundation.org.uk

FirmFoundation Winter Night Shelter 2018

Vacancy for a Full-Time Guest Support Worker

January – March

Background

FirmFoundation is a registered charity in Harrow, which offers support to those single individuals experiencing hardship and distress due to homelessness and poverty.

The charity was formed on 16th September 2011 and has a management team and trustees from a number of local churches as well as those within the homelessness sector.

We are looking to employ a Guest Support Worker from the beginning of January 2018.

Hours

£10.50 per hour.

40 hours per week for three months of the year (typically January to March) during our Winter Night Shelter period. These hours can be reviewed in light of further anticipated responsibilities.



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Brief Job Description

You will need to be confident in managing guests and ensure that each guest is kept informed of the progress of their case. You will possess good organisational skills and be able to manage your time effectively and flexibly. The successful applicant will work well within a wider team and will be supervised by the Night Shelter Manager. You will also have received a clear DBS check.

A good understanding of confidentiality, implementing policies and good record keeping are also expected.

You will be expected to:

1. Have regular supervision with the Shelter Manager.
2. Assess each guest and organise access to benefits, GP, Drug & Alcohol and other appropriate services.
3. To help locate appropriate accommodation.
4. To assist with Housing Benefit applications.
5. To establish guests documentation.
6. Be responsible for petty cash.
7. Follow and implement FirmFoundation's policies and procedures.
8. Organise support measures for homeless and disadvantaged people using facilities provided by FF or other cooperating organisations.
9. Liaise with the local churches involved in furtherance of the ministry.
10. Seek to increase the scope and effectiveness of the work to the homeless and disadvantaged people by appropriate means.