



JOB DESCRIPTION

Job Title: Day Centre

Operative **Location:** The

Bradbury Centre **Scale:** 6-9

Term: 12 month fixed-term.

Hours of work: 37 Hours per week in accordance with rota (to include weekdays, and weekends)

Reporting to: Team Manager / Coordinator

Responsible for: N/A

MAIN PURPOSE OF THE JOB

To ensure the provision of a direct access Day Centre service for those rough sleeping. This will include access to food prepared on the premises, laundry and bathing facilities, supporting the facilitation of recovery groups being held at the centre.

Provide person centred support to service users experiencing varied and complex circumstances aiming to put foundations in place to resolve rough sleeping and the associated issues (housing needs, access to welfare and benefits, substance misuse, offending, mental health and physical health).

To have a flexible approach to working hours, covering a seven-day rota always ensuring staff and volunteer cover including weekends.

MAIN RESPONSIBILITIES

- Identify support needed to address rough sleeping with a view to the service user accessing and maintaining accommodation.
- Developing and running groups within a timetable, capturing impact data and reporting outcomes.
- Work with the outreach team to ensure the identification of support needs of those coming into the day centre for them to access appropriate accommodation/support services.
- To adopt, and promote the use of, psychologically informed and trauma informed approaches when supporting those accessing the day centre.
- Facilitate opportunities for service users to access specialist support and interventions from external organisations e.g., mental health, substance misuse, the local authority housing options team, housing and supported housing providers, primary health care services.
- Keep accurate and confidential records and produce relevant documents and reports in support of the role.
- To cover reception as part of a duty



- To oversee smooth running of the centre's laundry service.
- To oversee smooth running of the donations shed and that volunteer are supported.
- To work with the catering team and volunteers to log donations and track all goods coming into the service
- To undertake necessary paperwork and electronic administrative duties, including but not limited to; inputting information onto internal I.T. programme (Inform), & review support plans in partnership with HARP's outreach team.
- To ensure repairs are identified and addressed promptly and regular checks of the building are carried out to ensure a safe and high-quality day centre provision is sustained.
- To maintain a clean and safe environment, carrying out fire drills, health and safety checks, food hygiene and cleanliness checks along with the completion of all related documentation.

Multi-Agency work

- To develop and maintain close professional working relationships with partner agencies, external organisations, neighbours etc.
- To attend external meetings as agreed by line manager.

General

- Adhere to HARP's Policies and Procedures at all times
- Cover for other members of the team and division as necessary
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings as required.



ESSENTIAL REQUIREMENTS

Relevant Experience

1. Experience of motivating complex and diverse client groups.
2. Experience of accessing client needs.
3. Knowledge of the services and legislative environment regarding housing health and homelessness.

Aptitude, Skills and Abilities

4. A person-centred, recovery focused approach.
5. Ability to effectively manage conflict
6. Ability to network, build relationships and work effectively with a range of local partners and agencies.
7. Excellent verbal and written communication skills.
8. Working knowledge, understanding of I.T e.g Outlook and Microsoft Office.

Personal Attributes

9. Genuine interest in and commitment to HARP's work and client group.
10. An understanding of, and commitment to, diversity & equality.
11. Willingness and ability to work shifts including weekends.
12. Ability to work under own initiative and prioritise workload effectively
13. Understanding of, and the ability to maintain, professional boundaries and relationships

Desirable

14. NVQ Level 3 or equivalent in Health and Social Care (Adults), Housing, IAG (Information, Advice and Guidance) or any other related qualification.
15. Working knowledge of welfare benefits