

## Job Description

### Veterans Day Centre Support Worker

**The Northampton Hope Centre provides food, shelter and activities for homeless and vulnerable people in Northampton. The charity was established in 1974.**

This role is about working in Hope's day centre to offer enhanced support to veterans who have fallen on hard times. You will support and advise them, helping connect them to services and to get the help they need to manage the issues they face. You will act as a supporter and advocate.

Working as part of a caring team, you will need skills in working with people in difficulty and work experience in a related field; you must have compassion and a caring nature.

Ideally you will have some experience of working with homelessness.

An armed forces background is useful but not required, but sympathy with the position of ex-service people is essential.

**Salary:** Up to £22,000 per annum – Pro-Rata

**Reports to:** Day Centre Manager

**Team:** Client Services

**Hours:** PART TIME, WEEKDAYS, up to 20 hours each

**Language:** Fluent English as well as other languages – (Desirable)

---

## Key Responsibilities

### Operational

- To support the functional operation of the Day Centre during its opening hours by providing a range of activities including washing, cleaning, support in the kitchen, managing donations and stocks of food and clothes
- To help ensure all the facilities and equipment of the day centre are operational and functioning, including washing machines, showers and toilets
- To support the day centre manager to ensure: the maintenance and functioning of equipment and furniture in the kitchen, the Day Centre and its facilities; documentation of invoices and receipts; correct usage of the cash till including daily cashing-up.
- To support the implementation of health, hygiene and safety procedures within the kitchen and Day Centre
- To engage with clients in the day centre to offer practical advice and support
- To assist the day centre manager to ensure at all times that the day centre environment is controlled and safe for staff and users, helping manage such incidents as arise

### Stock management support

- To assist the inventory of ambient, chilled and frozen foods, both on- and off-site, ensuring rotation and maximisation of foods between stores and kitchen
- To support the clothes store processing, sorting clothes with volunteers

### Support for Staff and Volunteers

- To cover in the event of insufficient volunteers each day in the kitchen and Day Centre areas, for all required functions including cleaning and befriending
- To support volunteers working within the day centre in accordance with Hope Centre's policies and procedures to maintain order, safety and security in customer areas at the Day Centre

**Other**

- To work with the overall team, providing support as required to assist the smooth day to day running of the charity
- To carry out other reasonable tasks as requested by the day centre manager

**Person Specification**

<b>ATTRIBUTE</b>	<b>ESSENTIAL</b>
<b>Practical skills</b>	<ul style="list-style-type: none"> <li>• Ability and willingness to get involved in the wide range of practical services we provide – cleaning, kitchen work, washing and stock management</li> <li>• Ability to be supportive and calm in stressful, disruptive or highly-charged situations</li> <li>• Reliable, honest and trustworthy</li> <li>• Empathetic and able to relate to staff, volunteers, customers and external agencies</li> <li>• To keep composure in the face of emergency and unexpected events</li> </ul>
<b>Work experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of working in related environments</li> <li>• Experience in the voluntary and community sector</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Self- managing &amp; motivating</li> <li>• Positive and goal orientated</li> <li>• Excellent inter-personal skills</li> <li>• Ability to work with a wide range of people</li> <li>• Ability to organise work load and time, to take responsibility and work on own initiative</li> <li>• A good team player</li> <li>• Ability to work independently</li> <li>• Ability to show empathy with our client group and willingness to support them</li> </ul>
<b>ATTRIBUTE</b>	<b>DESIRABLE</b>
<b>Practical skills and experience</b>	<ul style="list-style-type: none"> <li>• Experience in the homelessness sector or in drug/alcohol services</li> <li>• Experience of working with persons using alcohol and drugs and or with mental health problems</li> <li>• First Aid certificate</li> <li>• Basic Food and Hygiene certificate</li> </ul>
<b>Education and training</b>	<ul style="list-style-type: none"> <li>• First aid/food hygiene/cleaning</li> </ul>