

**ARC**

## **JOB DESCRIPTION – HOSTEL SUPPORT STAFF (NIGHTS)**

**Service cover:**

Lindley House - Taunton

20:00-08:00

4 on 4 off rolling rota

42.5 hours per week

Salary of £29,555 per annum with an additional £2000 per annum unsociable hours allowance

**About Us:**  
Lindley house is a supportive and safe environment dedicated to assisting individuals experiencing homelessness. We are seeking compassionate, empathetic, and reliable Hostel Support Staff to join our team and make a difference in the lives of individuals that we support.

**Objectives:**

Working both alone and as part of a staff team:

* Maximise Arc’s success by providing high quality client services.
* Facilitate the daily running of the Hostel
* Maintain a safe and welcoming environment to the clients within Arc
* Provide responsive support to clients of Arc

**Key Responsibilities:**

**Client Support:**

* Monitor and promote the wellbeing of clients
* Action any safeguarding concerns in line with Arc policies and procedures
* Provide onsite responsive support to clients
* Continually perform dynamic risk and wellbeing assessments
* Provide and support onsite activities

**Facilites support:**

* Support Arc in providing a safe and friendly environment to its clients
* Ensure the security and safety of all clients and staff by adhering to safety protocols
* Support Arc in upholding its health and safety standards within its properties, continually assessing for hazards and following Arc’s procedures
* Support Arc in providing its daily services to clients, including meal service
* Assist external agencies accessing the service
* Help maintain a calm, respectful environment, ensuring all clients adhere to hostel rules.

**Crisis Intervention:**

* Respond to urgent or crisis situations by offering immediate support and intervention, ensuring the safety and well-being of clients.
* Work with local authorities and emergency services when necessary.

**Collaboration:**

* Participate in team meetings and case discussions, sharing relevant updates and client information

**Monitoring and Record Keeping:**

* Maintain accurate records of daily activities, incidents, and resident interactions.
* Assist in queries from a variety of platforms
* Provide updates to housing support workers, senior staff or relevant services where appropriate.
* Monitor hostel supplies and report shortages

**Training and Development:**

* Attend training sessions and workshops to continually improve knowledge and skills, especially around homelessness, mental health, and substance use.
* Stay informed about legislation, policies, and best practices regarding homelessness.

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PERSON SPECIFICATION – HOSTEL SUPPORT STAFF

Essential

* Strong communication and interpersonal skills, able to build rapport with clients from diverse backgrounds.
* Ability to handle challenging or sensitive situations with empathy, patience, and professionalism.
* Ability to work under pressure and respond to emergency situations
* Ability to work flexibly in response to changing organisational and client requirements
* Ability to work both as part of a team and on own without supervision. Confident in lone working
* Ability to negotiate with and influence others
* Able to work shifts
* Competent in organising and planning
* Proficient administrative and IT skills
* Understanding of importance of equal opportunities
* Experience of managing conflict and aggression

**Desirable**

* Experience of working with people with mental health issues
* Knowledge of the principles of harm reduction
* Driving Licence and access to a vehicle.
* Basic First Aid skills
* Previous experience in a support or social care role, ideally working with vulnerable individuals, e.g., homelessness, addiction, or mental health.
* Understanding of the issues surrounding drug & alcohol abuse
* Knowledge of local homelessness services, housing options, and support systems is beneficial