

## Job Description & Personal Spec



Job title: Hostel Worker (Zero hours)  
 Salary: £11.65 an hour  
 Hours: Zero hour contract  
 Start date: ASAP  
 Reporting to: Head of Accommodation Services  
 Place of work: The Elms, Hemel Hempstead, HP2 7AZ

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### Overall Job Purpose

You will be required to provide cover at our Homeless Hostel in Grovehill. You will be employed on a zero hours contract, and therefore you do not have to accept all shifts offered to you. Although we are looking for someone with the ability and willingness to be flexible and work unsocial hours.

We are looking for someone with the passion and drive to work for Dacorum's largest charity supporting the most vulnerable people in the area.

### Duties and Responsibilities

- Cooking lunch
- Monitor CCTV
- Upon arrival, reading Handover and keep Handover updated through your shift
- Hand out post to residents
- Get crash pad ready/clear up crash pad
- Answer phone and deal with queries
- Update and Issue new key cards
- Supply laundry tokens to residents
- Support the Key Workers
- Assist with breathalysing and drug testing
- Prepare the training room for meetings
- Maintain good relationships with residents and assist them with their day to day needs

### Person Specification

Requirements	Essential	Desirable
Education & Training	Basic written English	Educated to A level standard Knowledge of housing law
Knowledge & Experience	No experience necessary	To have previously worked with Vulnerable people
Skills & Abilities	No experience necessary	To have experience in working with homeless people
Personal Qualities	<ul style="list-style-type: none"> <li>• People-focused</li> <li>• Caring</li> <li>• Considerate</li> <li>• Tact and diplomacy</li> <li>• Ability to build and maintain relationships</li> </ul>	

	<ul style="list-style-type: none"><li>• Can-do attitude, 'hands-on'</li></ul>	
General		

### How to apply

If you match our criteria:

- Submit your CV to **HR@dens.org.uk**

For an informal chat, please ring Jacky Stafford on 01442 412340  
Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS visit [www.dens.org.uk](http://www.dens.org.uk)