

# Job Description & Personal Specification



Job title: Hostel Key Worker  
Salary: £31,037.58  
£32,279.08 (on completion of probation)  
Hours: 37.5 (on a shift rota)  
Start date: ASAP  
Place of work: The Elms, Redbourn Road, Hemel Hempstead

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## Overall Job Purpose

To support vulnerable clients who are residing at our 44-bedroom hostel, The Elms. To promote independence while delivering intensive support, to empower clients and enable them to take the next positive steps to rebuild their lives.

## Duties and Responsibilities

- To deliver high quality, structured, and effective interventions to ensure the client can maintain their licence at the hostel
- To support vulnerable client groups with multiple issues including housing, benefits and tenancy-related issues, often managing situations which can be complex
- To build relationships with the clients, ensuring they feel empowered and motivated to help themselves
- Liaise with third party agencies and a range of service providers in order to establish, or improve, services for clients
- Develop and maintain effective working relationships, collaborating with all staff and volunteers and working to achieve the DENS aims and organisational strategy

**This role involves attending meetings off site. A full, current driving licence and access to a vehicle is essential.**

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Manager.

## Personal Specification

Requirements	Essential	Desirable
Education & Training	<ul style="list-style-type: none"><li>• A good standard of education</li></ul>	<ul style="list-style-type: none"><li>• A high standard of education</li><li>• Industry qualification</li></ul>
Knowledge & Experience	<ul style="list-style-type: none"><li>• A good understanding of working in a hostel</li><li>• Experience of providing support to a complex client group</li><li>• Knowledge of welfare benefits</li><li>• Experience of supporting vulnerable people who have complex needs</li></ul>	<ul style="list-style-type: none"><li>• Proven experience of working in a homeless hostel</li><li>• Experience of building strong working relationships with supporters and stakeholders</li><li>• Experience of working or volunteering for a charity</li></ul>

	<ul style="list-style-type: none"> <li>• Liaising with a range of service providers or agencies, in order to establish, or improve, services for clients</li> <li>• Understanding of the principles of a quality and customer-focused service</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the issues facing homeless people</li> <li>• Knowledge of geographical area</li> <li>• A strong knowledge of housing law</li> </ul>
<b>Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work well under pressure and deal with emotionally charged, and pressured, situations</li> <li>• Proven ability to empower service users</li> <li>• Self-motivated and can manage time effectively; prioritising work according to needs and deadlines</li> <li>• People person and a natural team player, willing to get stuck in</li> <li>• IT literate</li> <li>• Administratively self-sufficient</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of Inform CRM systems or similar</li> <li>• Thrive in a fast-paced environment</li> <li>• Good standard of written English</li> </ul>
<b>Personal Qualities</b>	<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> <li>• Ability to work independently and use own initiative</li> <li>• Self-motivated with the ability to motivate and enthuse others</li> <li>• Can-do attitude, hands-on</li> <li>• Enjoy collaborative working</li> </ul>	<ul style="list-style-type: none"> <li>• Solutions-focused</li> <li>• Compassionate</li> <li>• Passionate about making a positive difference to people's lives</li> <li>• Passionate for the cause</li> <li>• Goes the extra mile</li> </ul>

## How to Apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Please send a CV, including your Supporting Statement to **HR@dens.org.uk**
- Closing date for receipt of applications is **Friday 30<sup>th</sup> August 2024**

For an informal chat, please ring Jacky Stafford on 01442 913273 or 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)