Branches
Providing Shelter, Enabling Independence

Casual Bank Worker - Weekends

If you think you would you enjoy the variety and challenges of working in a hostel for former rough sleepers and homeless people, read on. You may have experience of working in a similar organisation, or you may be looking for something completely different. Or, you may be thinking about applying to join our Casual Bank Worker Team for work experience as a first or second job. Whatever the reason for applying, it's important you bring a positive, 'can-do' attitude to your work and you must be able to communicate clearly and in a non-judgemental way with people living in Branches hostel.

When you join our Casual Bank Team no two days are the same. That means you will be doing a variety of jobs to help us keep Branches Hostel running smoothly. You will need to be flexible and able to carry out duties assigned. Duties while on an assignment will vary. You may be taking donations and storing them, answering telephone calls, or dealing with hostel residents' queries and requests. You will be working alongside our permanent Support Staff Team, Reception/Admin, Facilities Staff and Night Concierges.

Casual Bank Workers / Night Concierge

We are also seeking experienced night concierge bank staff to cover ad hoc shifts, these are waking night shifts and will be lone working from 9.30pm to 9.30am – duties as outlined above.

Summary of Conditions

- Rate: £11.45 per hour
- Hours: Work is offered on an ad hoc basis. We may offer you suitable work, if it is available. However, Branches Hostel is under no obligation to offer you work and you are under no obligation to accept any offer of work from us.
- *Weekend Shifts (Saturday/Sunday)* – 9am – 9pm; and 10am to 10pm, including a one hour break (not paid).
- *Night Concierge Weekend Shifts (Saturday/Sunday)* – 9.30pm – 9.30am, including a one hour break (not paid).
- To join our Casual (Bank) Team you will need to have a current, basic Disclosure Barring Service (DBS) Certificate, because of the vulnerable nature of the client group. If you do not have a basic DBS, you must be able to apply for a Certificate.

How to apply

If you are interested in joining our Casual Bank Worker Team (CBWT), please submit a CV and a Supporting Statement (one A4-page maximum) telling us why you want to work at Branches Hostel and what you would bring to our CBW Team.

Also tell us what shifts you may be available to cover.

Send your CV and Supporting Statement to manager@wfcbranches.org.uk
-with 'Casual Bank Worker Team (CBWT) in the subject.

This is a rolling recruitment campaign and we hold interviews every month. We will contact you within 2 weeks of receiving your application if we want to meet you.

All candidates joining the CBWT will be required to attend an Induction Session before starting a first assignment.

Job Description

When working an Assignment:

- It is essential to follow the requirements for maintaining confidentiality and the data protection of all clients, including former residents*, at all times*.
- It is essential to follow Branches Hostel's systems, policies, processes and guidelines, *at all times.*

This Job Description is indicative of areas of responsibility. The duties may differ depending on the individual Casual Bank Worker assignment while on shift.

Our Values are fundamental to every aspect of service delivery:

- *People* are at the centre of everything we do
- *Empowering* individuals to achieve their aspirations and independence
- *Support* is tailored to individual needs
- *Dignity and respect* in all areas of service provision

Our Behaviours reflect how we work within our Values, in that we:

- Provide all services with empathy and respect - individuals have choice and control
- Encourage growth and self-development in all those we support
- Are proficient, using our time and resources effectively
- Are creative problem solvers, with a 'can-do' attitude
- Work collaboratively across teams, with individuals and stakeholders, focusing on the best for the client group.

This is the culture we are embedding throughout our organisation.

Everyone working with us at Branches hostel is expected to work according to our values and behaviours. These will be assessed at interview and are included above to inform your expectations of the type of person we are looking for to join us.

Purpose of the Casual Bank Worker Role

1. To provide additional cover in Branches Hostel, as required:

- To carry out general day-day duties as instructed that are required to run Branches Hostel;
- Work within Branches Hostel's policies and procedures to ensure the smooth running of the Hostel, and Health and Safety;
- Work pro-actively, using initiative with a 'can-do' approach to tasks;
- Maintain good working relationships with all members of staff and volunteers and maintain high standards of service provision while on an assignment.

2. To provide a professional, friendly and approachable reception service:

- Provide a professional and friendly reception service, greeting and signing in / out all visitors to Branches Hostel;
- Answer telephone calls in a polite and friendly manner; log all queries or direct callers to the appropriate member of staff;
- Listen to hostel residents without passing judgement; and log issues raised relating to any aspects of the services;
- Communicate and interact with service users in a positive, friendly and non-judgemental way;
- Deal with residents' queries and requests confidently, with a positive approachable manner, without judgement; and log requests or queries dealt with so that weekday staff are aware of issues;
- Respond to information requests from external organisations and members of the public.

3. To carry out general or administrative tasks as required to ensure the smooth running of Branches Hostel:

- To ensure that any repairs, maintenance or fire hazards, or Health and Safety issues are logged and reported to permanent staff, to maintain the safety and security of the building;
- Log all donations received; and assist with the collection, sorting and storage of donated items;
- Keep the reception and staff office areas tidy and clean.

Person Specification

The Person Specification sets out the criteria which are essential for a person joining Branches Hostel as a Casual Bank Worker.

When you complete your Supporting Statement, please state how you meet the points **1.4 to 1.9** below by giving an example of how you have dealt with these six areas in a previous role, or as a personal example.

1.1 An excellent approach to working with service users in a support needs environment; and understands the importance of taking ownership and responsibility for dealing with and resolving enquiries.

1.2 Strong interpersonal and listening skills: is approachable; is confident in their spoken communications; and is non-judgemental.

1.3 Good writing skills; able to write clearly and in plain English.

1.4 Ability to deal calmly and respond in a professional manner to challenging behaviour.

1.5 A willingness to help others.

1.6 Able to demonstrate personal and professional integrity.

1.7 Ability to work effectively, using initiative, as well as within a team; and able to follow instructions and work within them.

1.8 Accurate and methodical ways of working.

1.9 Able to carry out a range of tasks when on an assignment, as instructed by the Service Manager or delegated through a permanent member of staff.

1.10 Experience in the area of homelessness, or a similar support or care service for vulnerable adults; or volunteering experience; or self-experience of using a homeless or other support service.

==========

Conditions

- **Hourly rate** of pay: £12.50
- **Weekend Shifts (Saturday/Sunday)** – 9am – 9pm; and 10am to 10pm, including a one hour break (not paid).
- **Night Concierge Weekend Shifts (Saturday/Sunday**) – 9.30pm – 9.30am, including a one hour break (not paid).
- **Days:** Saturday; Sunday; and as offered Monday to Friday.