**Job Title:** Senior Hub Support Worker  
  
**Hours:** Full-time (37 hours per week)

**Job Summary:**

The Senior Hub Support Worker will play a key role in the effective operation of The Day Centre, providing high-quality support and guidance to homeless adults accessing the service. This role involves overseeing the day-to-day activities within the centre, supporting a team of hub support workers, and ensuring that the needs of the service users are met with empathy, respect, and professionalism. The Senior Hub Support Worker will work closely with the Day Centre Manager to deliver a safe, welcoming, and supportive environment, fostering positive outcomes for individuals experiencing homelessness.

**Key Responsibilities:**

* **Service Delivery:**
  + Lead and manage the daily operations of the hub, ensuring a safe, clean, and welcoming environment for all service users.
  + Provide direct support to homeless adults, including conducting assessments, creating support plans, and offering guidance on housing, health, and wellbeing.
  + Address immediate needs such as food, clothing, and hygiene facilities, while signposting to appropriate external services.
* **Team Leadership:**
  + Supervise, mentor, and support a team of hub support workers and volunteers, ensuring consistent and compassionate service delivery.
  + Coordinate staff rotas and manage workloads to ensure adequate coverage during operating hours.
  + Facilitate weekly team huddles and provide regular feedback and development opportunities for team members.
* **Partnership and Collaboration:**
  + Work in partnership with external agencies, including housing services, healthcare providers, and social services, to ensure a holistic approach to support.
  + Build and maintain strong relationships with key stakeholders to enhance service provision and advocacy for service users.
* **Case Management:**
  + Oversee complex cases, providing in-depth support and advocacy where necessary, while ensuring the appropriate safeguarding measures are in place.
  + Maintain accurate records of service user interactions, support plans, and outcomes using the centre’s database system.
* **Service Development:**
  + Contribute to the ongoing development and improvement of the day centre’s services, identifying gaps in provision and proposing solutions.
  + Support the Day Centre Manager in implementing new initiatives, policies, and procedures to enhance service delivery.
* **Monitoring and Reporting:**
  + Monitor service performance against key performance indicators and targets, providing regular reports to the Day Centre Manager.
  + Ensure compliance with relevant legislation, policies, and procedures, including safeguarding, health and safety, and data protection.
  + Rota oversight, ensuring the service is covered effectively.

**Person Specification:**

* **Essential:**
  + Significant experience working with vulnerable adults, particularly those experiencing homelessness or at risk of homelessness.
  + Strong leadership and team management skills, with experience supervising staff or volunteers.
  + Excellent interpersonal and communication skills, with the ability to engage effectively with service users, colleagues, and external partners.
  + In-depth knowledge of the issues faced by homeless individuals, including mental health, substance misuse, and housing law.
  + Ability to manage complex and sensitive situations with empathy and professionalism.
  + Strong organizational and time-management skills, with the ability to prioritize tasks in a fast-paced environment.
  + Proficient in using databases and other IT systems for case management and reporting purposes.
* **Desirable:**
  + A relevant qualification in social work, psychology, housing, or a related field.
  + Experience working in a day centre or similar setting.
  + Knowledge of local support services and networks for homeless individuals.