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JOB APPLICATION PACK

Housing Support Worker (fixed-term contract)

April 2026

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**NEW
HORIZON
YOUTH
CENTRE**

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New Horizon Youth Centre

Housing Support Worker (3-month, fixed term contract)

Job Application Pack, April 2026



OUR STORY

London is a fantastic city to call home, but a central truth remains in the capital. Every year thousands of young people find themselves unhoused, unsupported and unsafe.

That's why New Horizon Youth Centre exists.

Founded in 1967 by Lord Longford to address the needs of young people who were homeless and misusing drugs in the West End of London, today New Horizon Youth Centre continues to be a vital support network for 16–24-year-olds with nowhere else to go.

Through the services we provide at our day centre, via outreach and remotely, our multidisciplinary team of over 70 staff support thousands of young people experiencing homelessness in London to find safety, improve their wellbeing, develop skills for life and ultimately find somewhere that they can call home.

“For as long as young people are homeless and unsafe in London, we will be on a mission to give their potential a home”

For more info about our impact, [please take a look at our latest impact report.](#)



New Horizon Youth Centre

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COMMITMENT TO EQUITY, DIVERSITY & INCLUSION

New Horizon Youth Centre is committed to recognising and valuing difference and ensuring fairness and equity; and recognising and seeking to redress inequity and disadvantage wherever possible. We have an ongoing action plan to improve our Equity, Diversity and Inclusion (EDI) practices, which every member of our organisation has a role in contributing to.

As a service provider to young people facing homelessness and who are unsafe, we aim to be an empowering, supportive employer and to offer as much flexibility as possible to help each individual realise their full potential as users of New Horizon Youth Centre and as employees. We believe that this approach is key and central to promoting and developing diversity.

We recognise that true diversity in our community and within the staff group also involves a willingness to act, where necessary, by combating the effects of existing barriers to fair and equal treatment. Within society certain groups are unfairly discriminated against – for example on the grounds of race, gender or gender identity, disability, sexuality, age and class – and are, as a result, disadvantaged in terms of their access to services and employment. We will, where appropriate and where possible, seek to positively redress the effects of this discrimination. Any action we take will be legally compliant and consistent with our approach of making young people and staff feel valued and respected.

We recognise that many people have suffered disadvantage and barriers to progress for all kinds of reasons related to them as an individual and not because of their personal characteristics such as homelessness, employment, economic or domestic circumstances, or involvement with the justice system. For this reason, our commitment to diversity includes being supportive, positive and open minded.

We encourage applications from all backgrounds in respect of ethnicity, disability, gender, sexuality, religion, and socio-economic backgrounds.

During the application process we commit to:

- Reimbursing reasonable childcare and other care costs whilst you are attending interviews.
- Reimbursing reasonable return travel costs for interviews (within London/neighbouring counties).
- Making reasonable adjustments – for example, ensuring we have a sign language interpreter organised in advance if you would like them.
- Offering a guaranteed first stage interview for disabled candidates who meet the minimum requirements for the role.

If there is anything else you are concerned about or think we could provide, please let us know.

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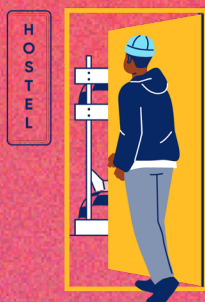
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OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for impact



We are **determined** to find a way



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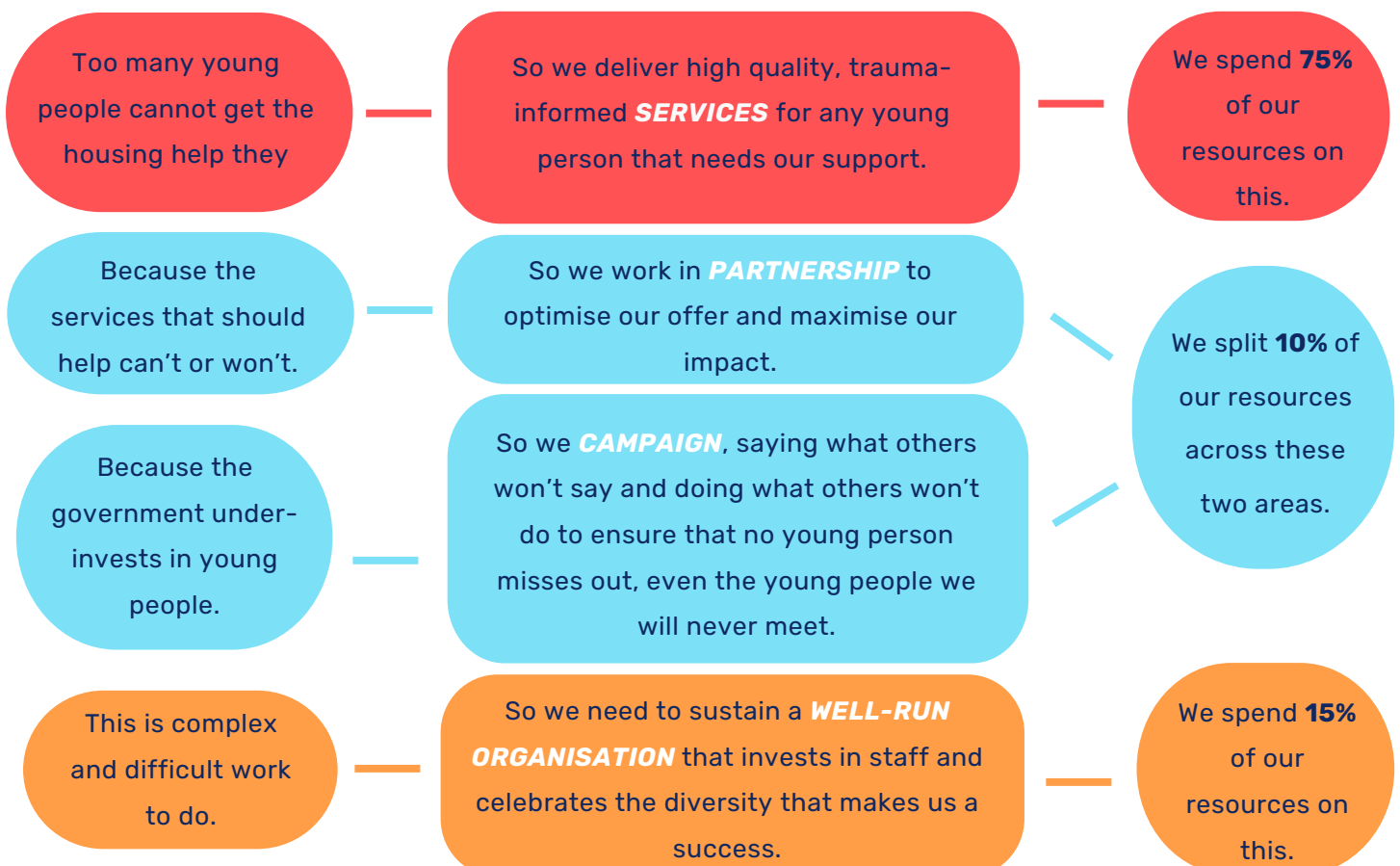


BACK TO OUR BEGINNINGS: ROOTED IN OUR PAST, FOCUSED ON OUR FUTURE – OUR STRATEGY 2025-2030

With rough sleeping at record levels and more young people fleeing violence, there's a pressing need and growing gap for **a specialist emergency response that can support young people in crisis and open up housing for thousands more** young people in need. Rather than trying to provide everything ourselves for all young people until they turn 25, we can **focus on being excellent at supporting young people to get the safe homes they deserve as quickly as possible, support with life skills and living independently and helping them create a future without needing our support.**

By getting back to our beginnings we will lean on our **unique heritage as the only youth-specific day centre and drop-in in London** and continue our long and proud history of being here for young people who find themselves homeless in the capital. Doing so means making some tough choices about who we cannot support and so **our focus will shift to those in more immediate need**, prioritising them over those we have already housed and **we will be more focused at moving people on successfully.**

We will support every young Londoner in crisis to access safety, support and stability, then transition them onto independence. We will do this by providing: Successful Services, Productive Partnerships & Confident Campaigning.



NH YC

“New Horizon.

**It might not be your home.
They might not be your parents.
They might not be your family.
But they want you to win in this
world.”**

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NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre

Housing Support Worker (3-month, fixed-term contract)

Job Application Pack, April 2026



JOB DESCRIPTION – Housing Support Worker (fixed-term contract)

Reporting to: Service Manager (Housing), and Head of Housing Services

ROLE OVERVIEW

We are opening up an opportunity for a fixed-term role to provide temporary cover in our Housing Team. The role is anticipated to work primarily across our accommodation projects, focusing on supporting the team with carrying out assessments projects and clearing a backlog of referrals. The role will also lead on the day to day running of two specific sites, supporting current residents during their stay, as well as assisting with their move-on by identifying and facilitating referrals into next-stage accommodation.

Both full-time and part-time hours will be considered. The exact working pattern will be discussed further at interview. The role is based at our day centre in Camden, but will involve regular travel to accommodation projects across London.

MAIN TASKS AND RESPONSIBILITIES

Accommodation services

To ensure that New Horizon Youth Centre's accommodation projects run smoothly and effectively, so that young people can access and maintain accommodation appropriate for their circumstances. This will include:

1. Contributing to the effective delivery of NHYC's accommodation projects and the development of NHYC's wider accommodation options, including private rented access.
2. Providing expert coaching and guidance to clients and monitoring and evaluating their progress as well as providing resettlement support which includes support with life skills, Education, Employment and Training (JET) and preparation for independent living
3. Ensuring NHYC's legal and regulatory compliance in all areas of housing management and support
4. Continued use of feedback and a commitment to service provision that is sensitive and responsive to young people's needs, including:
 - Completing assessments, resettlement and action plans with clients
 - Ensuring that all relevant work is recorded both in case files and on the NHYC database
 - Regular reviewing of case files
 - Ensuring risk management and assessment procedures are followed
 - Client support work, advocacy and referral to additional services

Other

To contribute positively and constructively to the development of the team, the service and the Centre. This will include:

1. Covering for other members of the team as necessary.
2. Following NHYC's policies, procedures and performance expectations in all functions of the post.
3. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Service Manager, Head of Services or wider Leadership Team.

PERSON SPECIFICATION

We are looking for an individual who can demonstrate the following competencies and want to use these to the full in their work.

ESSENTIAL EXPERIENCE, SKILLS AND KNOWLEDGE

1. Ability to work effectively with young people facing homelessness to identify personal goals and support mechanisms for change
2. Experience of delivering services within a youth and community or other relevant setting
3. An understanding of the issues, barriers, and challenges which young people experiencing homelessness might be facing
4. A working knowledge of accommodation options and referral pathways relevant to the client group.
5. Experience of working in partnership with both internal and external stakeholders in order to deliver specific projects or achieve organisational aims and objectives
6. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals
7. The ability to multitask in a pressured environment
8. Ability to maintain enthusiasm for a high level of contact with young people on a day to day basis, and a genuine interest in helping young people to move towards independent living
9. Understanding of the kinds of challenging behaviour that young people might demonstrate and the ability to deliver strategies for dealing with such behaviour
10. A high level of knowledge of health and safety issues in a working environment
11. Experience and knowledge around safeguarding policy and procedures for children and young people

12. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace

DESIRABLE EXPERIENCE, SKILLS AND KNOWLEDGE

13. Experience of working in a hostel/supported accommodation or similar residential setting
14. Proven track record of progressing vulnerable people into stable accommodation outcomes.
15. Thorough and up-to-date working knowledge of:
 - Local and National Government policies and procedures in relation to the client group.
 - Relevant local and national organisations and their role/responsibilities in providing support to young people
 - The benefits system and how this impacts young people.
16. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action

OTHER REQUIREMENTS

17. Willingness to work flexibly in response to changing organisational requirements
18. Willingness to travel to different sites across London, including our day centre in Camden.

ADDITIONAL INFORMATION

Location:

The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR.

Contract:

The contract is fixed term, for up to three months.

Hours of work:

Both full-time and part-time hours will be considered, with a minimum requirement of 14 hours per week, between Monday-Friday.

Pay:

The starting salary for role is £32,136.00, (pro-rata).

Other benefits:

- 30 days annual leave per year (pro rata), plus bank holidays and some additional time off over Christmas
- Employer contribution of 6% to a group personal pension scheme
- Enhanced Employee Assistance Programme, including 24-hour helpline, access to counselling, contributions towards medical expenses, discounted gym memberships, high street vouchers and more
- Clinical Supervision and Reflective Practice
- Staff Loan Policy, including Cycle to Work scheme
- Generous Training budget and a Diversity Leadership Programme
- Regular Staff Away Days and teambuilding activities

TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Friday 1st May 2026
Shortlisted candidates will be informed	5th May 2026
Interviews	Friday 8th May 2026

If you wish to apply for this position, you will need to supply:

1. **A CV** setting out your career history, education or qualifications, and other key responsibilities or achievements (2 sides of A4). *Please do not include your name, initials, contact details or references in the CV and the file name.*
2. **A supporting statement** (1500 words or up to 2 sides of A4) highlighting your suitability for the role and how you meet the criteria listed on the **Person Specification**. *Please do not include your name, contact details or address.*

The supporting statement is an essential part of your application and will be assessed for shortlisting purposes.

3. **Completed diversity and adjustment questions** – Your data will be stored separately from your application and will at no time be connected to you or your application by the shortlisting panel.

To apply, visit our careers site: <https://jobs.nhyouthcentre.org.uk>

We do not consider incomplete applications.

You will be notified if you have not been shortlisted. However, we are unfortunately unable to provide each individual application with feedback.

If you have any questions or would like to arrange a call to discuss the role, please feel free to email us at recruitment@nhyouthcentre.org.uk or call 0207 388 5560.

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Giving potential a home since 1967

**nhyouthcentre.org.uk
@nhyouthcentre**

**Charity number: 276943
Company number: 01393561**

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