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JOB APPLICATION PACK

Housing Support Worker

June 2026

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**NEW
HORIZON
YOUTH
CENTRE**

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New Horizon Youth Centre

Housing Support Worker

Job Application Pack, June 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 60 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.](#)



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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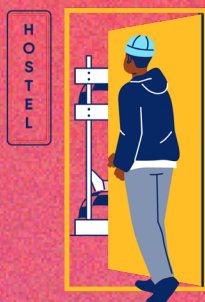
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OUR WORK IS GUIDED BY THREE VALUES:

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.



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**“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

JOB DESCRIPTION – Housing Support Worker

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

ROLE OVERVIEW

The Housing Support Worker role is part of the Housing Team at New Horizon Youth Centre (NHYC). The role is primarily focused on assessing young people referred to the service and determining their suitability for New Horizon's Accommodation Pathway or private rented accommodation. You will provide tailored support to young people within designated housing projects throughout their stay, helping them to develop the skills and stability needed to achieve positive outcomes.

You will also be responsible for identifying appropriate and sustainable move-on options in a timely manner, ensuring young people are supported to progress into independent living. The role involves managing a diverse caseload across multiple accommodation schemes, working collaboratively with internal teams and external partners to deliver high-quality, person-centred housing support. You will be based at both our day centre and/or as designated accommodation schemes, Monday to Friday.

MAIN TASKS AND RESPONSIBILITIES

Accommodation services:

1. Providing a programme of support that responds to young people's accommodation, independent living and move-on needs.
2. Contributing to the effective delivery of NHYC's accommodation projects and the development of NHYC's wider accommodation options, including private rented access.
3. Ensuring NHYC's legal and regulatory compliance in all areas of housing management and support
4. Providing expert coaching and guidance to young people and monitoring and evaluating their progress, as well as providing resettlement support which includes support with life skills, Jobs, Education and Training (JET), and preparation for independent living.
5. Continued use of feedback and report mechanisms and commitment to service provision that is sensitive and responsive to clients' 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

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6. Attending regular briefings, team meetings, reflective practice and clinical supervision, both with NHYC and project partners. Ensuring that Health and Safety or safeguarding issues are addressed at all times.

Information Management:

1. Recording all contact with clients appropriately and maintaining all relevant files and recording systems.
2. Inputting and extracting information from client monitoring systems. Utilising other relevant software for the production of reports.
3. Being self-servicing in day-to-day administration.

Performance and Development:

1. Continuously reviewing own working practices in line with feedback and current best practice.
2. Reviewing and evaluating own performance to identify strengths and areas for development. Identifying own learning/development needs and opportunities.
3. Taking a proactive approach to supervision including regular line management supervision, team meetings, team reflective practice and clinical supervision.

Other

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 Services Manager, Head of Services or 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 housing advice services within a youth and community or other relevant setting, and/or experience of working in a hostel/supported accommodation or similar residential setting.
3. Experience of managing a case list of multiple clients facing complex needs and barriers.
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. A high level of knowledge of health and safety issues in a working environment.
9. Experience and knowledge around safeguarding policy and procedures for children and vulnerable adults.
10. A working knowledge of and commitment to Equity, Diversity and Inclusion as it applies to a supportive service and in the workplace.
11. 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 make changes in their life to move towards independent living.

DESIRABLE EXPERIENCE, SKILLS AND KNOWLEDGE

1. Proven track record of progressing vulnerable people into stable accommodation outcomes, supporting them to both sustain their accommodation and identifying subsequent appropriate move-on pathways.
2. 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 vulnerable young people.
 - The benefits system and how this impacts young people. (D)

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3. Knowledge of working to performance indicators, including monitoring and reporting on service outputs/outcomes, client tracking, analysing performance information, and identifying corrective action.

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ADDITIONAL INFORMATION

Location:

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

Contract:

The contract is ongoing, subject to successful completion of a probationary period.

Hours of work:

The post holder will be required to work 35 hours per week (Monday-Friday, 9:30-5:00).

Pay:

The **starting salary** for role is £32,136.00

The salary scale is: AP26 – AP30 (£32,136.00-£35,778.00)

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

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TIMESCALES AND HOW TO APPLY

The timescales for recruitment are as follows:

Closing date and time for applications	9am, Monday 3rd August 2026
Shortlisted candidates will be informed	7th August 2026
Interviews	Friday 14th August 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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