N H



JOB APPLICATION PACK

Assessment and Resettlement Worker (Fixed-Term Contract)

November 2026

Y C

NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre
Assessment and Resettlement Worker (fixed-term)
Job Application Pack, November 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.



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.

N H

OUR WORK IS GUIDED BY THREE VALUES:

We **champion** young people



We **collaborate** for **impact**



We are **determined** to find a way



Y C

NEW HORIZON YOUTH CENTRE

New Horizon Youth Centre
Assessment and Resettlement Worker (fixed-term)
Job Application Pack, November 2026

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.*

Too many young people cannot get the housing help they

So we deliver high quality, trauma-informed ***SERVICES*** for any young person that needs our support.

We spend **75%** of our resources on this.

Because the services that should help can't or won't.

So we work in ***PARTNERSHIP*** to optimise our offer and maximise our impact.

Because the government under-invests in young people.

So we ***CAMPAIGN***, saying what others won't say and doing what others won't do to ensure that no young person misses out, even the young people we will never meet.

We split **10%** of our resources across these two areas.

This is complex and difficult work to do.

So we need to sustain a ***WELL-RUN ORGANISATION*** that invests in staff and celebrates the diversity that makes us a success.

We spend **15%** of our resources on this.

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."

Najma, 21



NEW
HORIZON
YOUTH
CENTRE

New Horizon Youth Centre
Assessment and Resettlement Worker (fixed-term)
Job Application Pack, November 2026

JOB DESCRIPTION – ASSESSMENT AND RESETTLEMENT WORKER – FTC until 31st March 2027

Reporting to: Head of Services (Rough Sleeping) and Services Manager (Youth Hub)

Role Overview:

As part of the Prime Minister's commitment to end rough sleeping and offer everyone a bed by Christmas, New Horizon is working with Depaul and the GLA to scale up our existing Youth Hub model. From November, we will be working to launch up to 3 new accommodation sites across London, supporting at least 20 young people with emergency accommodation over the winter period.

The Assessment and Resettlement Worker will be the lead New Horizon point of contact for young people accessing the new sites. They will manage a caseload of young people, carrying out assessments, providing housing advice, and making referrals into long-term accommodation. They will ensure young people are able to move-on positively (typically within 3 months) and reduce their risk of rough sleeping. They will also be expected to contribute to activities and initiatives that support young people during their engagement with NHYC, as required.

We are open to a part-time or full-time position for this role.

The key objectives of the post are:

1. To deliver an effective advice, assessment and resettlement service to young people accessing new emergency accommodation projects, enabling young people to move on into safe and appropriate long-term housing and independence.

2. To work effectively with all external partners, as well as collaborating effectively with relevant internal stakeholders.

3. To increase move-on accommodation options for young people, both through NHYC's own projects and with external partners.

MAIN TASKS AND RESPONSIBILITIES

Advice and Move on Services

Delivering advice, accommodation and other move on services to young people with multiple needs who access the emergency accommodation project. This will include:

1. Working to ensure young people receive a high-quality service from the point of registration to move-on. Taking a hands-on approach to complex or difficult cases.

2. Providing young people with expert advice and guidance on Accommodation, Welfare Benefits, Housing Benefit and Tenancy rights, Legal Services, and Employment, Education & Training. Monitoring and evaluating young people's progress.

3. Taking a lead on managing the engagement of other relevant external partners, able to provide accommodation and other move on opportunities to young people.

4. Continued use of feedback and showing a commitment to a service that is sensitive and responsive to clients' needs, involving:

    - Completing registrations, needs assessments and move on plans with clients
    - Ensuring risk management and assessment procedures are followed
    - Providing advocacy and making referrals to appropriate external services

5. 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.

Sharing Best Practice

To proactively share best practice with internal and external stakeholders in order to maximise the impact of the work of NHYC. This will include:

6. Identifying and acting to maximise NHYC's profile by seeking out and responding to opportunities with specialists and agencies who might offer resources, funding, or individual services relevant to client needs.

7. Promoting and representing NHYC at relevant forums, meetings and events.

Information Management

To produce and maintain accurate and useful information in a range of formats in order to promote effective service delivery and evaluation. This will include:

8. Recording all contacts with clients appropriately and maintaining all relevant files and recording systems.

9. Producing written reports in a variety of formats to meet the requirements of NHYC, external service providers and funders.

10. Being self-servicing in day-to-day administration, and following team and NHYC's administrative procedures.

Reviewing Personal Performance and Development Needs

To be proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement. This will include:

11. Identifying and undertaking development and training opportunities and being

responsible for obtaining maximum benefit through review, reflection and practice.

12. Taking a proactive approach to supervision including regular line management supervision, team meetings, team reflective practice and clinical supervision.

Other

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

13. Covering for other members of the team as necessary, including at our main day centre in Camden.

14. Following NHYC's policies, procedures and performance expectations in all functions of the post.

15. Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by the Leadership Team.

PERSON SPECIFICATION

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

E: Essential
D: Desirable

QUALIFICATIONS, EXPERIENCE AND TRACK RECORD

1. Ability to work effectively with young people facing homelessness to identify personal goals and support mechanisms for change, including for those young people with multiple complex needs. (E)

2. Experience of delivering housing advice within a relevant sector (E)

3. Proven track record of progressing vulnerable people into stable accommodation (E)

4. Experience of working in partnership with both internal and external stakeholders in order to deliver specific projects or achieve organisational aims and objectives. (E)

5. Experience of using IT systems (including knowledge of databases) to support the achievement of personal and collective work goals. (E)

6. Experience of working in a hostel/foyer or similar residential setting. (D)

SPECIALIST KNOWLEDGE AND ROLE REQUIREMENTS

7. Ability to maintain enthusiasm for a high level of contact with clients on a day-to-day basis, and a genuine interest in helping vulnerable people/young people to make changes in their life to move towards independent living. (E)

8. Thorough and up-to-date working knowledge of:
   - Local and National Government policies and procedures in relation to the client group. (D)
   - Relevant local and national organisations and their role/responsibilities in providing support to vulnerable young people. (D)
   - The benefits system and how this impacts young people. (D)

9. A working knowledge of accommodation options and referral pathways relevant to the client group. (E)

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

11. Experience and knowledge around safeguarding policy and procedures for children

and vulnerable adults. (E)

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

ADDITIONAL REQUIREMENTS

13. Willingness and ability to work outside of normal office hours on occasion (within New Horizon's flexible working hour's arrangements) and over the Christmas period. (D)

14. Willingness to work flexibly in response to changing organisational requirements. (E)

15. Willingness to travel to different sites in London, including but not limited to our day centre in Camden, emergency accommodation sites across London, and the main Youth Hub in Islington. (E)

ADDITIONAL INFORMATION

Contract:
Fixed-term until 31st of March 2027.

Location:
The post is based at: New Horizon Youth Centre, 68 Chalton Street, London, NW1 1JR, with regular travel to the sites across London.

Hours of work:
This role is available is available on either a part-time (minimum of two days per week) or full-time basis.

Flexibility can be applied depending on candidate preference, but the core hours of the role must be worked between 9.30am-5pm.

Some work over the Christmas period will also be required.

Pay:
The salary scale is: AP26 (£32,136) to AP30 (£35,778.08) (pro rata, as applicable)

New Horizon Youth Centre contributes up to 6% to a group personal pension scheme.

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 on Monday 23rd of November**
Shortlisted candidates will be informed	**Wednesday 25th of November**
Interviews	**Week commencing 30th of November**

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.* **Please confirm in your statement if you are interested in this role on a part-time or full-time basis, stating the number of days.**

   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.

N H

Giving potential a home since 1967

nhyouthcentre.org.uk
@nhyouthcentre

Charity number: 276943
Company number: 01393561

Y C

NEW HORIZON YOUTH CENTRE