



Trinity Homeless Projects
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#itCOULDBEME

Hi

Thanks for asking about our role of Housekeeper.

We are a dynamic and professional group of people working to create a fairer society through helping to improve the lives of people suffering homelessness and preventing people from becoming homeless and we're always looking forward to welcoming new, like-minded, people into our team.

This is an important time for us as we meet the many challenges in the sector and in the whole of society and we are always looking for ways to stay ahead of the field and to achieve more for the people that rely on our services.

To find out more about our work, go to www.wearetrinity.org.uk

If you want an exciting challenge with an aspiring organisation then please write to us and tell us about yourself and why you want to work with us and please include your current CV.

I look forward to hearing from you.

Best wishes,

Natalie Room
Housing Resource Team

Why work for us?

Trinity is all about creating a fairer society through ending homelessness.

Homelessness in Britain is the result of treating housing as a commodity rather than a human right. It is rooted in privilege, wealth and power and policies that are inconsistent with human rights – neglecting or failing to respond adequately to the needs of the most disadvantaged in response to crises or economic developments. The response should be clear: we must commit to ending homelessness. This would, in fact, be in line with the global target to ensure adequate housing for all by 2030, which was committed to in the UN's sustainable development goals.

Why work for us...? Because we believe deeply in justice and we are a community of committed people who want to make our lives count in leaving a legacy that makes the world a better place. We have deeply held values and ethics and a high degree of self-directed performance. We have a positive coaching culture and we are solution focussed. There is a genuine and deeply felt commitment to continuous improvement and an aspirational approach to the future and we will not stop until everyone has a home...or at least a bed for the night.

Other reasons:

Great people

We currently have a team of 50+ gifted, friendly, funny people who come for a job and stay for a purpose.

Flexible working

Some roles dictate that you've got to be somewhere at a certain time. Outside of this we value autonomy and work-life balance and we trust our people to manage their own time.

Above average local pay

Pension

Good annual leave

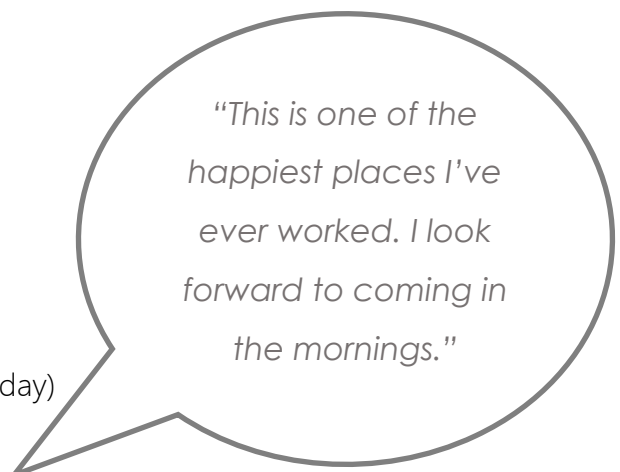
Maternity and paternity leave

We look after you when you're sick or need time off

Self-directed learning

A day off for your birthday

And an all-expenses paid holiday (Okay... no free holiday)



"This is one of the happiest places I've ever worked. I look forward to coming in the mornings."

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wearetrinity.org.uk

What we do

Trinity Homeless Projects (Trinity) is a registered Charity working in West London and Slough to end homelessness.

Hillingdon is one of London's largest Boroughs and we are the largest provider of Supported Accommodation in the Borough. We currently have 50 properties housing over 200 people.

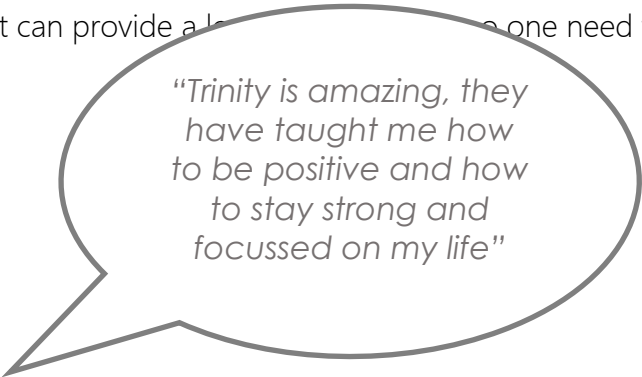
We employ full-time trained Coaches who offer between one and four hours coaching per resident per week depending on need and risk. Resident's needs and risks are reviewed by the Team every week. Coaches are trained NLP Master Practitioners and receive monthly individual and team coaching. We map our progress through a Strengths Chart that focuses on assets not deficits and our ex-resident surveys consistently show that > 80% of people that move on from our Supported Housing remain securely housed after 12 months, making Trinity a long-term solution to homelessness.

We have two large furniture recycling stores that deliver employment training and saves over 2,300 tons of CO2 every year and we provide training and education to over 150 businesses, schools and colleges in an effort to prevent homelessness and rough sleeping.

We run a Reconnection Service for people sleeping rough at Heathrow and our Day Service (SHOC) in Slough work with about 100 people every week.

We lease properties from the Private Rented Sector and create licensed HMOs. Private landlords like our offer; we pay market rates, provide 24 hour call out and we're good neighbours. We charge between £200 and £260 per week Enhanced Housing Benefit which is comparable with other providers but our rents are unaffordable once someone secures a job and we are at risk of constant Welfare Reform and it is essential that we create a supply of affordable housing, at LHA rate.

We have a strategy with mapped pathways that can provide a long-term solution so no one need to suffer homelessness again.



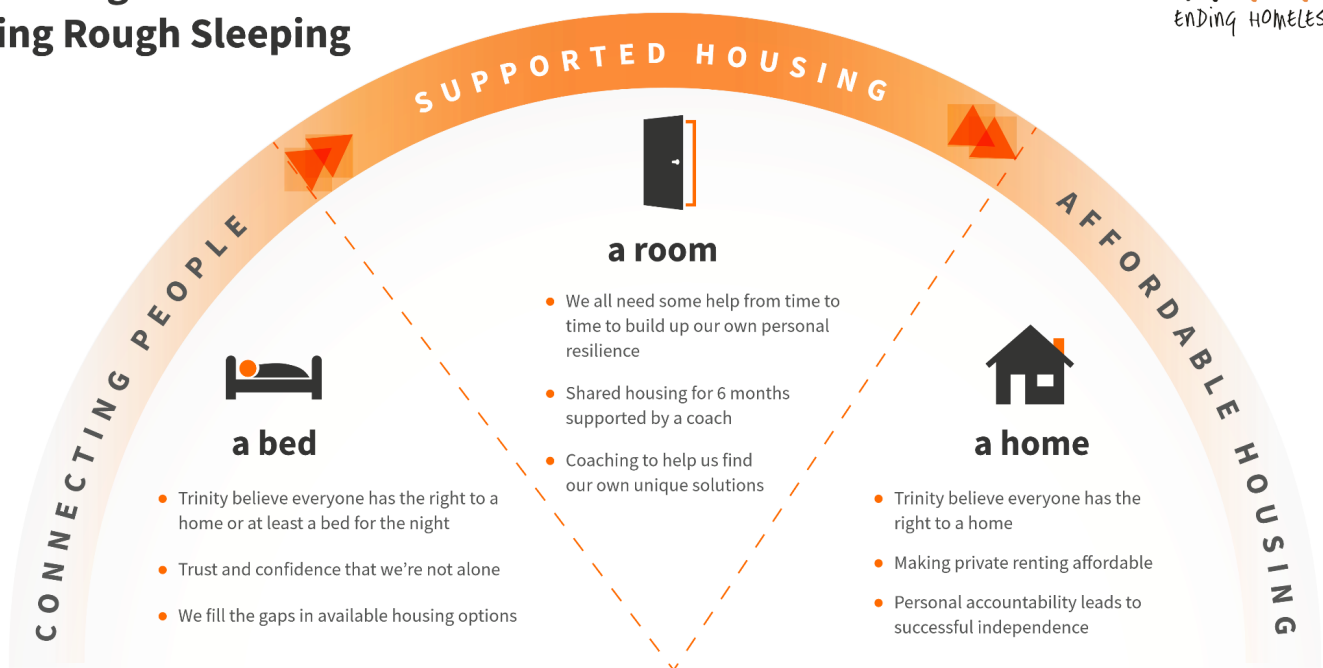
"Trinity is amazing, they have taught me how to be positive and how to stay strong and focussed on my life"

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Our Theory of Change

Everyone has the right to a home...or at least a bed for the night

Increasing Life Expectancy
Preventing Homelessness
Ending Rough Sleeping



Life expectation in the UK currently stands at 80 years. If you are sleeping rough that almost halves to 43 years. Where we work the average time someone will have to sleep rough is 1.3 years and an analysis of the services currently being provided shows that the vast majority are designed to maintain people living on the streets rather than accessing housing.

We believe everyone has the right to a home or at least a bed for the night.

Our approach is to create a supply chain of services that ensures everyone where we work has access to a room and within as short amount a time as possible a home.

The Vision

A Trinity Housekeeper takes care of their Community's houses so that our Coaching Team can support our Residents in taking care of themselves. The Housing Team (comprised of Housekeeping and Maintenance specialists) set the primary example of *how to look after a Home*, enabling our residents to model this behaviour and treat their environment with the same respect and care. When our residents take pride in their homes, they in turn take pride in themselves. By providing a clean and homely environment in our properties, we guarantee our residents have a safe and comfortable place to call home, whilst strengthening our relationships with local Landlords, Neighbours and Letting Agents. This ensures that they continue to support our Housing Pathway (emergency accommodation → supported housing → independent living) and will enable us to End Homelessness altogether.

As you will be working in an environment with vulnerable adults it is essential that you have the skills to strengthen the relationships in the lives of our residents by being friendly, helpful and respectful to our residents.

The Role

To excel in the Trinity Housing Team, the ideal Housekeeping candidate will be well-skilled in the following areas and disciplines. *Gaps in knowledge and experience can always be compensated by a willingness to develop new skills; a desire for personal growth and learning is essential at Trinity.*

- Cleaning communal areas to a highly hygienic standard: dusting, sweeping, mopping, window cleaning, descaling including quarterly deep cleans
- Performing and documenting routine inspections and maintenance activities such as fire & CO alarm testing and meter readings
- Executing quarterly deep cleans throughout the property
- Reporting repairs to the maintenance team
- Reporting resident safeguarding or welfare concerns to Resident Coaches
- Abiding by Health and Safety guidance, policy and regulations as per training provided

These are just a few examples of the varied work you can expect, with each day offering a balance between rapid response to emergency cleans and continued commitment to the overall cleanliness of our properties. As a member of the Trinity Housekeeping Team, you will look after a Community of properties across either the London Borough of Hillingdon or the Borough of Slough, with locations ranging from our shared, supported accommodations (HMOs); to our emergency accommodation (such as a hostel setting); to our newly opened self-contained studio flats.

Knowledge and respect of Health and Safety regulations is key and an awareness of the following is a bonus, though Training will be provided whilst a New Starter:

- Health and Safety in the Workplace
- COSHH
- Sharps Awareness
- Fire Safety Awareness and Fire Marshall Training
- Asbestos Awareness
- Manual handling for low risk environments
- Personal Protective Equipment
- Legionella and Legionnaires Disease
- First Aid
- Lone Working

Applicants must be dedicated to Ending Homelessness. Trinity are seeking purpose-driven individuals ready to change the world through their skills and commitment. Should you have any questions about either the role or our wider mission, please reach out.

Thanks for taking to time to absorb all of this, I really look forward to hearing from you.

My very warmest regards,
Natalie Room,
Housing Resource Team.

natalie@wearetrinity.org.uk
07971 469 364

Terms and Conditions

Salary

Full-time salary is £31,200 p.a. for a 40 hour week depending on experience and expertise. We pay people on the 27th of each month. Pay may be reviewed each year in October.

Hours

16 hours per week between 8.30am – 5.00pm with flexi-time available on request. Working days must cover a Monday or a Friday each week.

Leave

25 days pro rata with 3 extra days to compensate those participating in our On Call system.

Pension

4% pension contribution

Performance

We monitor how people perform through job coaching every two to three months and through annual appraisals. We hold a three month review to reflect on each employees first quarter with us, followed by a 6-month probation review. We work to agreed objectives and assess achievement against these objectives and the competencies for the role.

Probation

There is a six month probation period for new starters.

References

We only appoint someone if we are happy with their references, covering things such as character, employment, health and eligibility to work in the UK.

Smoking policy

People are not allowed to smoke in any of our properties and whilst engaged in work. Smoking breaks can only be taken in someone's own time.

Location

Working from various Trinity locations across the London Borough of Hillingdon and Slough.

This is an outline of our current terms and conditions and is subject to annual review and amendment, by consultation.