**The Upper Room – Senior Support Worker**

The Upper Room is looking for a new person to join our fantastic team. The Senior Support Worker will be part of the team that serves hot meals to our guests throughout the afternoon and evening. You will be working directly with guests to welcome them to our project in this crucial front of house role, and you will be responsible for some casework.

We have guests from around the world and from all sorts of backgrounds – people who are sleeping outside, people who work but are in vulnerable housing situations, people who are unemployed, ex-offenders, families in food poverty, refugees and people seeking-asylum. On average we serve 50-60 hot meals every day and see over 200 different people each month.

We need someone who is confident but humble, friendly but professional. You will need to have compassion, patience and an ability to see the best in people, and you will need to work flexibly as the day dictates.

Often your work will involve sitting and talking with people to understand whether we can help and who they might need to speak with if we cannot. You will be able to manage confidential and difficult information and record your work in a timely and professional manner.

This role would suit someone who has worked with similar groups in the past and is comfortable dealing with occasional challenging behaviour. You will make the difference in many people’s lives; this job is extremely busy but equally rewarding.

Please email [uradmin@theupperroom.org.uk](mailto:uradmin@theupperroom.org.uk) with your CV and covering letter and to request full JD.

Pay: £10.85 - £11.77/hour (dependent on experience)

Hours: 25 hours/week – 2pm to 7pm Monday to Friday