

## Our mission

New Hope exists to serve people with current or recent experience of homelessness by providing accommodation and opportunities to rebuild damaged lives. Founded upon Christian values, which are at the core of our operation, we support people regardless of faith. We accommodate over 50 people every night and last year helped 478 people.

“Working at New Hope gives me chance to make a change.”

## Values and Ethos

New Hope is a Christian charity. This means we value everybody and work to support people regardless of faith, class, disability, ethnicity, gender and sexual orientation. It also doesn't mean that our staff and volunteers have to be Christian, to pray or to share all of our motivations. We do however ask that all staff and volunteers are sympathetic to our mission, ethos and values.

## Our values

As a Christian-based caring organisation we aim to:



### Be professional

Staff will be trained to enable them to operate in accordance with best practice.



### Be responsive

We will assess and respond to the needs and aspirations of service users as individually and constructively as possible.



### Be fair

We will give equal consideration to service users of all religions or none, and all lifestyles and abilities.



### Be accountable

We will monitor our performance and communicate with our funders and supporters in order to improve the quality and efficiency of our services.



### Be honourable

We will manage our activities with integrity, in accordance with our ethos.



### Be prayerful

We will seek God's guidance and enabling through prayer.

## Our ethos

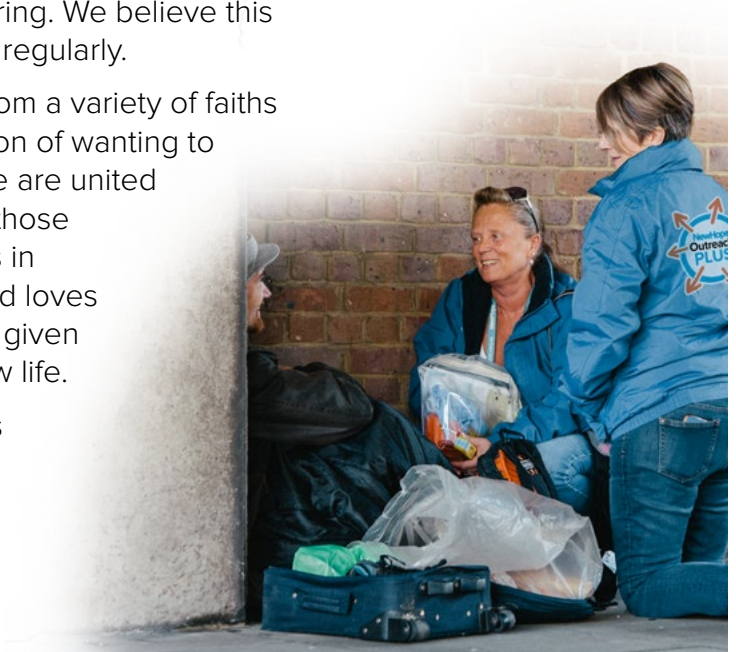
New Hope exists to show our deep concern for people, in the Watford area, who are currently experiencing homelessness or have recent experience of homelessness.

In an atmosphere of unconditional love and compassion we seek to offer acceptance and respect to all. This includes practical support such as food, shelter, clothing, health care and training as well as building relationships, listening and caring. We believe this should be done professionally and monitored regularly.

While New Hope staff and volunteers come from a variety of faiths or have no faith, we share a common motivation of wanting to prevent homelessness and transform lives. We are united in our commitment and dedication to helping those who are currently experiencing homelessness in Watford. Those who are Christians believe God loves everyone. We seek to see all who come to us given a new hope and the opportunity to build a new life.

New Hope has signed up to Housing Justice's Charter for Christian Homelessness Agencies which was created to encourage homelessness charities, such as New Hope, to integrate best practice with a confident expression of Christian ethos.

**“ There is a sense of purpose when working for New Hope, that everyone is pulling together for a common goal. ”**



## Overview of New Hope

In the last financial year, **478** individuals received support from New Hope.

Our services can be explained using the three categories below:

### Intervention

**Outreach Plus**

**24/7 emergency advice line**

**The Haven**



### Recovery

**Emergency Accommodation**

**Cultivate (horticultural therapy)**

**HopeCollege**

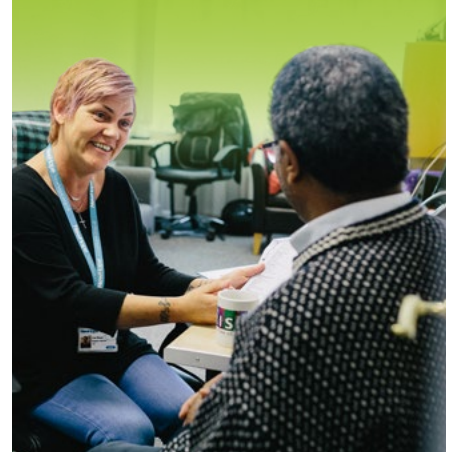
**Recovery Services  
Accommodation**



### Prevention

**Tenancy Sustainment Team**

**HopeHomes**



Here are some words from a man who recently received support from New Hope:

**“ This organisation literally saved my life. I spent two years homeless with a serious drug addiction. This organisation helped me with my recovery whilst giving me a secure place to sleep. They encouraged me to find more meaningful activities to fill my days and gave me the opportunity to help myself whilst helping others.**

**If you find yourself homeless, have issues with mental health, physical health, drug addiction, social issues or just dropped out of society and in need of help, guidance and assistance then go speak to them.**

**You never know they might just save your life too. I have nothing but the utmost love to all at New Hope. ”**

## What's it like to work at New Hope?

- **Friendly and fun atmosphere**

Although New Hope is a large, established charity with 70 members of staff working in several locations in Watford, there is still very much a friendly atmosphere with a family-feel.

- **Caring organisation**

We are a caring organisation where staff and volunteers are valued, appreciated, encouraged and recognised. Staff are supported by their line manager and colleagues.

- **Training is valued**

Many of the team have been here for a long time and so there is a wealth of experience and knowledge available to those who are just starting out in their social care careers. We have a Workforce Development Manager and life-long learning is something that is highly valued at New Hope. Staff are trained (by Homeless Link trainers) in Psychologically Informed Environments and Trauma Informed Care as well as having an awareness of other relevant psychological models. Staff are also trained in listening, coaching and as Mental Health First Aiders.

**“ Working at New Hope gives you a feeling that, at the end of the day, you might have made a difference, even a small difference, to someone who needed help. ”**



- **Benefits, such as Medicash and Medicash Extras**

We have Medicash (a health care programme which includes an Employee Assistance Programme, free prescriptions, dental care and eye tests (terms and conditions apply), Medicash Extras (which includes discounts at major supermarkets and retail chains), personal accident insurance, life assurance, a pension scheme, a long-term service award, and a cycle to work scheme (after completing the probationary period). Staff are also eligible for the Blue Light card and other charity sector discounts. All details are provided to new starters by New Hope's HR team.



- **Flexible working arrangements allowing you balance your work and home life (as far as service provision allows)**

We are open to flexible and part-time working so please contact us to discuss further.

- **We're an ethical organisation, driven by our values, which include respect, diversity and inclusion**

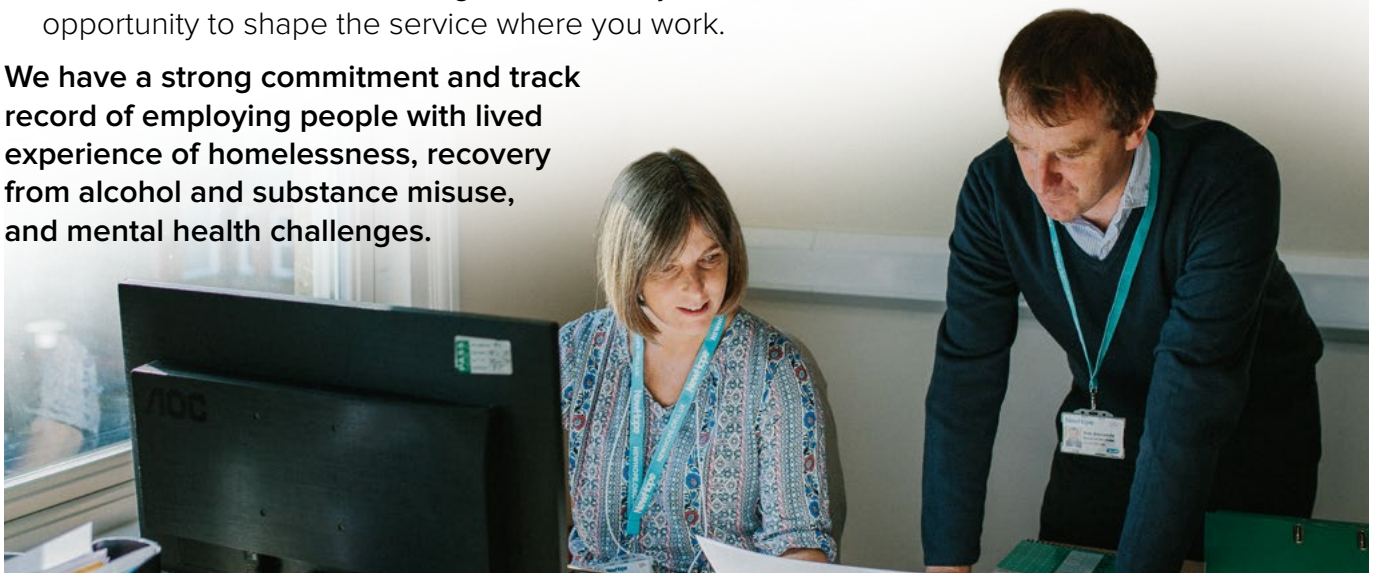
As an equal opportunities' employer, we welcome applications from people of all faiths (or none), classes, disabilities, ethnicities, gender and sexual orientations for this role. We are committed to providing equal employment opportunities for all employees and all applicants for employment. Equal opportunities are the only acceptable way to conduct business and we believe that the more inclusive our environments are, the better our work will be.

- **Everyone's voice is heard**

You will be consulted on changes that affect you and have opportunity to shape the service where you work.

**We have a strong commitment and track record of employing people with lived experience of homelessness, recovery from alcohol and substance misuse, and mental health challenges.**

**“ We are a close-knit community that will help each other out, cover shifts, and provide support or advice as needed. ”**



We asked our staff what are the benefits of working at New Hope. Here are some of the answers:

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Great teamwork to ensure the best outcome for the service user.

There are challenges, but overall, job satisfaction outweighs the challenges. You can achieve anything with a team that genuinely cares about people and supports you through the challenges.

Every day is different and even though the work can be hard we see people tackling addiction, working on their mental/physical health and improving their self-esteem. You get to see people move from the darkness to the light being blessed with appropriate housing and professional support.

I really love working for New Hope. All the staff are friendly and good humoured. I really wanted a job with purpose that was community-based and served those less fortunate. New Hope do amazing work and to be part of it is fantastic.

New Hope is a good place to work as you are helping the most vulnerable in society. The team works persistently with every individual referred to us and we never give up on anyone.

Being frontline and often first port of call you never know what each day will bring and who will arrive at the door. I like the fact that every day is different but nonetheless you can get to know the service users and build relationships with them.

My colleagues are amazing, and I love being in their company. We all have a solid teamwork spirit, and you never feel alone in this team. We are all very passionate about our work to make a difference in people's lives; we will go the extra mile to achieve this goal.

New Hope cares about staff's wellbeing, and I feel that support is available when you need it.

I love that New Hope loves and never gives up on people. You may fall, but you can return to New Hope as often as needed, and they will receive you with open arms.

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