



YMCA HUMBER

TWILIGHT WELFARE OFFICER

Accommodation Team

YMCA HUMBER

HOUSING





Part Time Contract 20 hour per week

Twilight Welfare Officers play a pivotal role in ensuring continuity between our day and night teams, creating a seamless and consistent experience for residents across all hours of service. Acting as a vital link within the organisation, they help maintain stability and communication during transitional periods.

With a flexible, proactive, and solution-focused approach, Twilight Welfare Officers support residents in sustaining their accommodation, promoting positive engagement, and encouraging respectful, healthy relationships within the service. They are instrumental in fostering a safe, welcoming, and supportive environment where individuals feel heard, valued, and empowered.

Working closely and collaboratively with the Housing Team, this role provides essential extended-hours support, particularly for individuals accessing accommodation through emergency referrals. Twilight Welfare Officers take the lead in welcoming new residents, delivering thorough inductions, and ensuring that each person understands their rights, responsibilities, and the support available to them.

By combining strong interpersonal skills, sound judgment, and a compassionate approach, Twilight Welfare Officers help maintain the smooth operation of the accommodation provision, ensuring that residents receive consistent, high-quality support whenever they need it.

Shift Pattern
aligns to a 6 week rota

- **6.00 pm - 10.00 pm weekdays.**
- **8.00 am - 8.00 pm weekends.**

Due to the nature of the role an Enhanced Disclosure and Barring Check will be required which will be provided by YMCA Humber and renewed on a 3 yearly basis in line with DBS requirements.

Hourly Rate
£13.00 per hour

YMCA Humber is proud to be a Real Living Wage employer offering competitive rates of pay and future inhouse development and training.

APPLY NOW



Contact our People and Policy Manager
ceinwen.fews@ymca-humber.com