

ROLE **PROFILE**

JOB TITLE: Night Support Worker

REPORTING TO: Accommodation Services Cluster Manager
Housing Managed Contract (forfutures)

TEAM:

JOB OVERVIEW

To work on a rolling rota basis to supplement the HSRW to assist in the smooth running of the service

To work alongside customers living in supported accommodation, providing on site assurance and reactive support. To work collaboratively with colleagues, providing quality information to HSRW, ensuring a positive customer experience

ABOUT THE ROLE



**FUTURE
FOCUSED**



**WORK
TOGETHER**



**ACT
WITH CARE**



**MAKE A
DIFFERENCE**

We have big plans driven by our priorities and underpinned by our values and principles. We don't focus simply on what we do – how we do it is equally important. It's the way we work.

Your main responsibilities will include:

Service Delivery

- On a reactive and ad-hoc basis engage with customers as appropriate as part of their support towards accessing and maintaining independent accommodation, including support to customers with mental health crises through liaison with Emergency Duty Teams or Crisis teams
- Responsible for the management of scheme sites during evenings and overnight, remaining alert to safety and security
- With safe working practices at the forefront, be able to confidently and assertively manage

challenging behaviours and find solutions to issues between customers

- Be able to problem solve and find solutions to issues or incidents, contacting on call management for advice if required
- Manage any scheme 'protocols' such as visitor policies, with confident and assertive practice
- Assist with the provision of evening meals and breakfast at direct access accommodation services
- Working in partnership and supporting the housing management team to: achieve void turn-round timescales and contribute to achieving compliance and Health and Safety requirements.
- In collaboration with the HSRW, encourage and facilitate customer involvement, ensuring that the customer voice influences service delivery and standards
- Contribute to the successful delivery of onsite activities, supporting the organisation of sessions for customers
- To work within the safeguarding protocols, working proactively by supporting and responding to issues relating to safeguarding children and vulnerable adults.
- Completing light domestic duties, including void properties.
- Carrying out building checks and welfare checks where relevant.
- Help with the general upkeep of the buildings including undertaking minor paintwork and basic household repairs i.e. changing toilet seats

Service Excellence

- Ensuring all systems are fully utilised and updated in line with processes, and any relevant paperwork is completed as required.
- To fully participate in the development and operation of new systems, programmes and initiatives.
- To fully participate in systems of quality assurance, performance indicators and outcomes.
- To positively promote and market the Service where appropriate.
- Contribute to the collection and production of statistical data as requested by Accommodation Services Cluster Manager or other colleagues
- To follow clear strategies which provide continuously improving and effective housing related support to customers as relevant to a Night Support Worker role.
- Contribute to statistical data being produced, maintained, analysed, interpreted and presented through accurate and concise reports which highlight performance improvements and deficiencies, positive impacts, preventative actions and demonstrable outcomes of the service against the performance management framework.

Partnerships



- Work in partnership with internal colleagues within forfutures and the wider group to deliver excellent service

WHAT WE ALL NEED TO DO

- To help us achieve our purpose of improving lives, we all live by our four main values: passion, openness, respect and trust.
- We support the organisation to make sure we continue to maintain and even exceed expectations, work to high performance and compliance standards and demonstrate value for money.
- Everyone adheres to data protection regulations ensuring that confidentiality is maintained around access to commercially sensitive or personal information in line with our policies and procedures.
- We thrive in an inclusive environment, where everyone is valued.
- Compliance on all aspects of health, safety and welfare for all staff and customers is paramount to how we work together.
- Everyone undertakes personal development activities which will support you in your job and help you continually innovate and reach your full potential.
- From time to time you may need to undertake other tasks commensurate with your role.



PERSON SPECIFICATION

Person Specification:

Assessment Key: AF = Application Form I = Interview T = Test/Assessment QC = Qualification Certificate

AREA	REQUIREMENT (All criteria are essential unless defined as desirable)	ASSESSED BY:
Qualifications and Training	<ul style="list-style-type: none"> NVQ Level 2/3 in Social Care of equivalent (desirable) Safeguarding Homelessness legislation and practice Driving licence and access to a vehicle (desirable) 	AF/QC AF/I AF/I I/QC
Experience, knowledge, skills and qualities	<ul style="list-style-type: none"> Experience of providing support services within a social care setting (supported housing, care, nursing, residential) An understanding of the support needs and the issues facing our customers Reasonable knowledge of the benefit/welfare systems Knowledge of health & safety regulations 	AF/I AF/I AF/I AF/I
Skills and abilities	<ul style="list-style-type: none"> Communication Positive relationships Solution focussed Team Player 	AF/I AF/I AF/I AF/I
Personal qualities	<ul style="list-style-type: none"> Assertive Flexible Resilient Innovative 	AF/I AF/I AF/I AF/I

In partnership with



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