



## Job Description

### **Job Title: Night Support Worker, Emergency Service**

Salary: £19,019 plus enhancement for weekend working

Location: LS7, LS8, LS9, LS11, LS12

Hours: 38.5 per week

Leave: 25 days rising to 30 days after 2 years

Responsible To: Emergency Scheme Manager and Core and Cluster Team Leaders

The post holder will be expected to work within a core building of a Core & Community Cluster scheme as part of the Our Way Leeds (OWL) Housing Related Support Service. You will provide additional support to Core Night Support Worker to ensure safety and security of young people and premises.. The post holder is expected to work at different sites and rota is agreed in advance. Hours are from 8pm-8am.

### **PURPOSE OF THE POST**

The role is part of Young People Housing Related Support Service, Our Way Leeds (OWL) delivered by consortium of providers, TLA, GIPSIL and Foundation.

OWL provides a wide range of interventions to prevent homelessness.

Core and Cluster provides 24/7 accommodation and support to young people. Some of these clients may have multiple and complex needs and may also display high risk behaviours. Support is provided in a safe and secure environment, which feels like home. Using a strengths-based approach, young people are supported to make positive choices in their transition to living independently.

You will always work alongside another colleague and be responsible to ensure the safety and security of clients and premises during the night. This will include support to clients who require frequent checks due to physical or mental ill-health or risk associated with safeguarding. The role also includes controlling access to buildings, monitoring CCTV systems, dealing with emergencies, carrying out Health & Safety checks and reporting or handing over concerns.

### **DUTIES & RESPONSIBILITIES**

- To actively encourage positive relationships with young people based on trust and respect

- To address and manage risks to individuals and provide practical support
- To ensure the safety and security for young people and premises during the night
- To work within, adhere to and promote TLA Safeguarding policies to ensure that clients are safe from harm and abuse.
- To provide clients with assistance and support as required
- To be alert to the health and well-being of all clients reporting any serious concerns
- To support Core Night Support Worker and be able to respond appropriately to emergency situations
- To carry out routine inspections/patrols of the premises and complete any minor repairs (e.g., replace a light bulb)
- To deal with telephone and general enquiries
- To carry out administrative and monitoring tasks as required
- To ensure that all Health & Safety policies, practice, and procedures are implemented
- To actively promote and support TLA`s policy on Equal Opportunities and Diversity and to work in an anti-oppressive manner
- To always work within TLA and OWL policies & procedures

#### **GENERAL**

- To have understanding, tolerance and patience when working with young people who have support needs in addition to being homeless
- Demonstrate responsible approach to personal development to ensure up to date knowledge and skills
- To take part in regular, reflective supervision and appraisals to ensure both the maintenance of the good quality service and personal and professional development
- To work shifts in accordance with the established rota and organisational requirements
- To occasionally work daytime hours to attend team/ organisational meetings and training sessions
- To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced
- To always represent OWL professionally by upholding the values of both OWL and TLA
- To work within organisational policies and procedures

This job description is not intended to be an exhaustive list but to indicate the main responsibilities of the post. It will be reviewed periodically to consider changes and developments in service requirements. Any changes will be discussed fully with the jobholder.

**Team working**

The post holder will be expected to work as part of a team maintaining a close working relationship with other colleagues, clients, and external agencies.

**Social Conditions**

This is a Night Support Worker post whereby the normal hours of work are between 8.00pm and 8.00am. The hours of work are primarily determined by the needs of the service and are worked on a rota basis, which will include weekend and bank holiday working.

**Physical Conditions**

We operate a none smoking policy. However, post holder may need to work in parts of the building which are approved for young people to smoke ie. bedrooms

**QUALIFICATIONS**

An NVQ in Health and Social Care, Housing or equivalent is desirable for this post but not essential

**SPECIAL REQUIREMENTS**

Turning Lives Around requires applicants to disclose all criminal convictions and cautions; no matter how long ago they occurred and regardless of whether the offences were committed as a juvenile or adult. The organisation undertakes appropriate Disclosure & Barring Service (DBS) checks for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

Job Description Written: Feb 2022

Review Date: Feb 2023



**PERSON SPECIFICATION  
NIGHT SUPPORT WORKER**

**Experience, Skills & Abilities**

**Essential**

- Effective communication skills.
- An understanding of the need for confidentiality
- Ability to respond appropriately to conflict and challenging behaviour.
- Experience of undertaking regular security and safety checks.
- Ability to carry out administrative tasks and to use a computer
- Good time management
- An understanding of safeguarding practices
- An understanding of needs of homeless people
- An awareness of Health & Safety at work policies
- The ability to work a night shift system that includes weekends and bank holidays and to provide cover to other similar establishments within the OWL
- Commitment to the organisations Equal Opportunities/Diversity policy
- Understanding of and commitment to professional boundaries
- To demonstrate commitment to your professional development

