
JOB DESCRIPTION NIGHT SUPPORT WORKER

SALARY: £19,019 per annum
LOCATION: Various Sites across Leeds
(Based predominately at Oakdale House, Leeds 7)
RESPONSIBLE TO: Night Service Manager

Beacon is a partnership of 3 Leeds-based charities; Turning Lives Around (TLA), Touchstone and Foundation and provides a new city wide Housing Related Support (HRS) accommodation service for vulnerable adults, couples and families to prevent homelessness, and address housing need.

PURPOSE OF THE POST

Beacon provides temporary accommodation for people experiencing a period of homelessness. Some of these clients may have multiple and complex needs and may also display high risk behaviours. Beacon will provide accommodation and support and enable individuals to have choice and control through a personalised, responsive and flexible service promoting independence whilst improving and sustaining individuals' long term wellbeing and independent living.

The main roles and responsibilities for this post will be to ensure the safety and security for 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 substance misuse. The focus of the role will be to address and manage risks to individuals and provide practical support. The role will also include controlling access to buildings, monitoring CCTV systems, dealing with emergencies, carrying out Health & Safety checks and reporting or handing over concerns.

DUTIES & RESPONSIBILITIES

- To work within, adhere to and promote Beacon's 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/emergency concerns to the on call manager/appropriate agencies.
- To be able to respond appropriately to emergency situations
- To carry out routine inspections/patrols of the premises and organise any minor repairs and report serious health and safety concerns

- To deal with telephone and general enquiries
- To perform initial interview of referrals and ensure all immediate needs and risk assessments are completed
- To ensure that all immediate essential required documentation is completed for new clients moving into projects
- To ensure that client case records are updated where appropriate.
- To carry out administrative and monitoring tasks as required.
- To ensure that minor maintenance is effected where appropriate, e.g. replacing lightbulbs
- Carrying out of cleaning duties and preparation of rooms for new arrivals as necessary
- To ensure that all Health & Safety policies, practice and procedures are implemented in individual work practice by night staff
- To actively promote and support Beacon's policy on Equal Opportunities and Diversity and to work in an anti-oppressive manner
- To at all times work within Beacon's policies & procedures

GENERAL

- To have understanding, tolerance and patience when working with clients who have support needs in addition to being homeless
- To participate in training and development activities to ensure up to date knowledge and skills
- To work shifts in accordance with the established rota and organisational requirements
- To occasionally work day time hours to attend team meetings and training sessions
- To keep informed of issues relating to the needs of homeless people
- To keep informed of issues and changes affecting homelessness
- To monitor and meet individual performance standards as required against Beacon performance and contracted funding requirements
- To at all times represent Beacon in a positive and professional manner

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 take into account changes and developments in service requirements. Any changes will be discussed fully with the jobholder.

RELATIONSHIPS

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.

PHYSICAL CONDITIONS

Beacon operates a non-smoking policy, however post holders may need to work in parts of the building which are approved for clients to smoke i.e. bedrooms.

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.

QUALIFICATIONS

An NVQ in Health and Social Care, Housing or equivalent is desirable for this post.

SPECIAL REQUIREMENTS

Beacon 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 an Enhanced Disclosure & Barring Service (DBS) check for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

Job Description Written: May 2017

Review Date: May 2018, January 2020

PERSON SPECIFICATION NIGHT SUPPORT WORKER

Detailed below are the types of skills, experience and knowledge required of applicants applying for the post. The “Essential Requirements” indicate the minimum requirements and applicants lacking these attributes will not be considered for the post. The points detailed under “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training. They are not essential, but may be used to distinguish between acceptable candidates.

ESSENTIAL REQUIREMENTS

Skills

- Good communication skills.
- An understanding of the need for confidentiality
- Ability to respond appropriately to conflict and challenging behaviour.
- Ability to respond to out of hours accommodation requests.
- Experience of undertaking regular security and safety checks.
- Ability to carry out administrative tasks and to use a computer
- Good time management.

Knowledge

- An understanding of safeguarding practices.
- An understanding of the needs of homeless people.
- An awareness of Health & Safety at work policies.

Behavioural and Other Job Related Characteristics

- The ability to work a night shift system that includes weekends and bank holidays and to provide cover to other similar establishments within the organisation.
- Commitment to the organisations Equal Opportunities/ Diversity Policy
- Understanding of and commitment to professional boundaries.
- To demonstrate commitment to your professional development.

DESIRABLE REQUIREMENTS

Skills

- An ability to speak more than one language.

Knowledge

- A relevant NVQ or other related qualification
- Knowledge of the provision for single homeless people in Leeds.
- A basic knowledge of homelessness legislation.

Experience

- Of working with homeless people in either a voluntary or paid employment capacity.
- Experience of responding appropriately to emergency situations.
- Car user with clean driving licence