

Job Description

Job Title	: Night Support Worker (Core & Community Cluster)
Team	: Locality Team North
Responsible to	: Team Leader (Core & Community Cluster)
Responsible for	: N/A
Hours	:38.5 hours
Salary	:£18,327
Leave	: 25 days rising to 30 days after 2 years

The post holder will be expected to work within a core building of a Core & Community cluster scheme as part of the OWL Housing Related Support Service. This will primarily be in the South Leeds area although you could be asked to work at any of the TLA sites.

Purpose of the job

This role is part of Young People's Housing Related Support Service, Our Way Leeds (OWL), delivered by a consortium of service providers. The consortia have GIPSIL as the lead provider alongside Foundation and Turning Lives Around. OWL provides a wide range of interventions to prevent homelessness, four types of supported housing and pre and post-tenancy support schemes for young people & young people leaving care including unaccompanied asylum seeker children. Young people can be single, young families or couples.

Part of the locality working within one of the two core & community cluster (C&C) projects supporting young people. These provide support 24/7 and each core & cluster will support 15 young people. Some of these young people may have multiple and complex needs and may also display high risk behaviours. OWL will provide accommodation and support to young people in a safe and secure environment, which feels like home. Using a strengths based approach, young people are supported to make a positive transition to living independently.

Key Responsibilities

1. You will provide telephone advice and guidance to young people within OWL supported housing to remedy or make safe any housing management issues and provide emotional support.
2. Liaise with other Night Support workers and Peripatetic workers across Our Way Leeds to ensure young people are placed in a safe and secure setting.
3. To ensure the safety and security for young people and premises during the night.
4. To address and manage risks to individuals and provide practical support.
5. Control access to buildings, monitoring CCTV systems, dealing with emergencies, carrying out Health & Safety checks and reporting or handing over concerns.
6. Support the OWL out of hours' telephone advice service which operates city wide.
7. To work within, adhere to and promote OWL's Safeguarding policies to ensure that young people are safe from harm and abuse.
8. To provide young people with assistance and support as required.
9. To be alert to the health and well-being of all young people reporting any serious/emergency concerns to the on call manager/appropriate agencies.
10. To be able to respond appropriately to emergency situations.
11. To carry out routine inspections/patrols of the premises and organise any minor repairs and report serious health and safety concerns.

12. To deal with telephone and general enquiries.
13. To perform initial interview of referrals and ensure all immediate needs and risk assessments are completed
14. To ensure that all immediate essential required documentation is completed for new young people moving into projects
15. To ensure that client case records are updated where appropriate.
16. To carry out administrative and monitoring tasks as required.
17. To ensure that minor maintenance is effected where appropriate, e.g. replacing lightbulbs
18. Carrying out of cleaning duties and preparation of rooms for new arrivals as necessary
19. To ensure that all Health & Safety policies, practice and procedures are implemented in individual work practice by night staff
20. To at all times work within OWL's policies & procedures

Team working

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

General

1. Take a responsible approach to professional development by updating own skills and knowledge to ensure quality service delivery including training in safeguarding procedures, First Aid, and Health and Safety.
2. To attend any required training that will increase proficiency in the delivery of this service.
3. To take part in regular, reflective supervision and appraisals to ensure both the maintenance of a good quality service and personal and professional development.
4. To attend any meetings as deemed necessary by line management.
5. To contribute to the effective monitoring and evaluation of this service and ensure positive outcomes are evidenced.
6. To work within the organisational policy and procedure framework.
7. To work specifically with the organisation's Equal Opportunities and Diversity Policy, promoting diversity and difference in all aspects of the work
8. Always represent OWL professionally by upholding the values of both OWL and TLA

Physical Conditions

OWL operates a non-smoking policy. However, post holders may need to work in parts of the building which are approved for young people to smoke i.e. bedrooms

Social Conditions

This is a Night Support Worker post whereby the normal hours of work are between 10.00pm 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.

Core & Cluster Nights. Four week rota.

Night = 10pm-8am. Each shift = 9.5 working hours.

14 shifts in 4 weeks = 133 hours. Plus one Team Meeting 34 hours per week

	M	T	W	T	F	S	S	M	T	W	T	F	S	S
NSW1	N	N	N	N						N	N	N	N	N
NSW2					N	N	N	N	N					

	M	T	W	T	F	S	S	M	T	W	T	F	S	S
NSW1					N	N	N	N	N					
NSW2	N	N	N	N						N	N	N	N	N

Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of the OWL Partnership

Person Specification - Night Support Worker

Experience, Skills & Abilities

Essential

- 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
- An understanding of safeguarding practices.
- An understanding of the 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 organisation
- Commitment to the organisations Equal Opportunities/ Diversity Policy
- Understanding of and commitment to professional boundaries
- To demonstrate commitment to your professional development