

**JOB DESCRIPTION
NIGHT SUPPORT WORKER**

SALARY: £23,214.54 per annum
HOURS: 38½ per week enhanced payment for weekend working
LOCATION: Various sites across Leeds
REPORTING TO: Team Leader

PURPOSE OF THE POST

TLA 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, conducting Health & Safety checks and reporting or handing over concerns.

DUTIES & RESPONSIBILITIES

Tenancy Management

- Supporting clients to be 'tenancy ready', including practical help with cooking, budgeting and being a good neighbour
- To actively ensure the security of the buildings through visual inspection, regular health & safety checks, and the monitoring of the CCTV system.
- Controlling access to the premises (concierge type services)
- Undertaking inspections of rooms and arranging for any repairs or improvements to be carried out, including the replacement of furniture.
- To ensure that minor maintenance is undertaken with appropriate training, e.g., replacing light bulbs
- Carrying out of cleaning duties and preparation of rooms for new arrivals, including 'bagging' clients' belongings.
- To support and encourage clients to undertake housekeeping and cleaning duties as necessary in order to maintain a clean and safe physical environment.
- Liaising with all relevant agencies, both statutory and voluntary, on the client's behalf.
- Ensuring that clients are aware of their rights and responsibilities under their occupancy agreement.
- To challenge disruptive or unacceptable behaviour in an empathetic and assertive way, balancing the needs of the individual with responsibilities

for the safety of the service

- Using a restorative approach in tackling ASB. Where this does not work to issue warnings and sanctions in line with occupancy agreements and TLA policies and procedures.
- Providing clients with advice and supporting a move to alternative accommodation as required.
- Assisting people to claim Housing Benefit and other welfare benefits.
- Assisting clients to reduce rent arrears.
- Helping to keep people safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments of property.
- To deal with general telephone enquiries and to provide basic first contact advice & assistance to clients and if necessary to contact the on-call support service as appropriate.
- To carry out routine inspections/patrols of the premises and organise any minor repairs and report serious health and safety concerns
- Update and contribute to risk reviews ensuring true reflection of risk, including undertaking risk assessments for clients on Severe Weather Provision.
- To ensure that all Health & Safety policies, practice, and procedures are implemented in individual work practice by night staff

Service Delivery

- To actively engage with clients, providing support as required
- To embed the principles of a trauma informed approach into all interactions with clients. To have understanding, tolerance and patience when working with clients who face multiple disadvantages.
- To work within, adhere to and promote TLA's young people and adults Safeguarding policies to ensure that clients are safe from harm
- To ensure the clients are protected from harm and that any concerns are reported in line with TLA's procedures.
- To take out of hours referrals and complete risk assessments when necessary
- To be alert to the health and well-being of all clients reporting any serious/emergency concerns to the Senior Support Worker / scheme manager or on call manager/appropriate agencies.
- To be able to respond to emergency situations, providing crisis intervention and completing incident reports on the Gateway
- To perform initial interview of referrals and ensure all immediate needs and risk assessments are completed
- To ensure that all essential paperwork is completed for new clients moving into projects e.g., housing benefit, booking-In forms
- To ensure that client case records are updated after every contact
- To carry out administrative and monitoring tasks as required.
- Carry out and record welfare checks on clients in line with local service practice (at least once per evening)
- To facilitate and support activities designed to develop independent living skills
- To ensure confidentiality of all personal data held in your care as specified in the Data Protection Act 1998.
- Dispensing medication and alcohol (Carr Beck only)

Team Working

- To complement and support the work of Day Support Workers through the recording and handing over of relevant information after each shift.
- To carry out other scheme tasks at the direction of the manager or responsible staff member.
- To participate in supervisions, appraisals, reflective practice and training as appropriate and to take active responsibility for developing skills and knowledge.

GENERAL

- To demonstrate understanding, tolerance and patience when working with clients who have support needs in addition to being homeless.
- To ensure that all TLA and Beacon policies are adhered to by clients and visitors.
- To actively promote and support equal opportunities and diversity
- 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 work at other locations as and when required or directed.
- To carry out any other duties appropriate to the post as directed by TLA Management
- To represent TLA in a positive and professional manner
- To participate in training and development activities to ensure up to date knowledge and skills
- To keep informed of issues relating to the needs of homeless people
- To monitor and meet individual performance standards as required against service performance and contracted funding requirements

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

TLA 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 working a 12-hour shift between the hours of 7.30pm 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. At times this may need to be adjusted to meet the schemes needs.

SPECIAL REQUIREMENTS

TLA 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 and Barring service (DBS) check for all successful candidates and a confirmed offer of employment is dependent upon a satisfactory response from the DBS.

JD reviewed: October 2024

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.

Experience, Skills & Abilities

Essential

- ✓ Has a commitment and enthusiasm for working with clients from complex backgrounds
- ✓ Ability to provide a service which ensures equality of opportunity to each person and has a commitment to enabling and empowering clients to become actively involved in their community
- ✓ Ability to maintain records as per requirements of the service contract and internal requirements
- ✓ Willing to learn and develop in a pro-active and professional way to deliver to the core principles and values of TLA/Beacon
- ✓ Builds and maintains effective working relationships with clients, communities, colleagues, partner agencies and other stakeholders
- ✓ Manages and ensures clear professional and emotional boundaries are established
- ✓ Ability to follow instructions and provide practical support to clients
- ✓ Builds trust and has respect for others, and shows an awareness of the impact of own behaviour
- ✓ Can demonstrate an understanding and sensitivity to diverse needs of others and treats everyone fairly and consistently
- ✓ Works in line with policy and procedure around risk management applying and promoting risk management to work practices as required
- ✓ Aware of the need for confidentiality in dealing with personal information and of circumstances when confidential information must be shared
- ✓ Able to plan, organise and implement work effectively and solve problems in a constructive manner
- ✓ Able to work under pressure and respond accordingly
- ✓ Demonstrates flexibility in approach to work and open to and supportive of change and new ways of working

Desirable

- ✓ Experience of supporting people in need
- ✓ Understanding of safeguarding children and adults.

Knowledge and Qualifications

Essential

- ✓ Competent in the use of a PC, particularly the use of MS Word and Outlook.
- ✓ Basic literacy and numeracy skills (this will be tested via the recruitment process if no qualification)
- ✓ Understanding of team work and how to assist colleagues and managers
- ✓ Excellent communication skills and ability to communicate with a wide range of people.

Desirable

- ✓ Qualification to a minimum of NVQ Level 2 or equivalent in social care, health or housing

Other

Essential

- ✓ Work on a rota basis to deliver a service between 7.30pm/8pm to 8am With support provide an on-call out of service phone response to clients you support.

Desirable

- ✓ Access to own transport to work more efficiently across Leeds.
- ✓ Experience of using support services or have lived experience