



JOB DESCRIPTION

SHAP NIGHT SUPPORT WORKER (Maternity Cover)

SALARY:	£27,000
LOCATION:	Lowell House
HOURS:	38.5 hours per week
RESPONSIBLE TO:	Team Leader
CONTRACT:	Temporary Maternity Cover

Lowell will provide accommodation and intensive housing related support, to five young people enabling them to have choice and control through a personalised, responsive, and flexible service underpinned by trauma informed approaches. The aim is to increase their independence and wellbeing, and the ability to sustain their longer-term accommodation goals. There are workers on site 24hrs 7days a week.

This role will include work with 18 – 25 yr olds who may have experienced a lack of stability with accommodation. Some of these young people may have multiple and complex needs and or display considerable risk behaviours, they may have experienced repeated offending, mental health issues, sexual and criminal exploitation. Many will have had adverse childhood experiences, lived in care, and will be familiar with statutory services.

The post holder will work with colleagues and our partners to address and manage risks to individuals and provide practical support which will enable young people to move on to more independent accommodation in a structured and timely way.

PURPOSE OF THE POST

The main roles and responsibilities for this post will be to work alongside the Night Support worker and assist the Night Support worker in ensuring the safety and security for young people and premises during the night. The role will 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 trauma informed approaches and to anti -oppressive practice
- To work within all TLA's policies and procedures especially Health and Safety, Safeguarding, Data Protection /GDPR and Equality Diversity and Inclusion
- To be alert to the health and well-being of all young people
- To provide young people with assistance as required or directed.
- To ensure the young people are protected from harm and that any concerns are reported in line with TLA procedure.
- To be assist the Night Support Worker to respond appropriately to emergency situations reporting any serious/emergency concerns to the Night support worker or on call manager/appropriate agencies.

- To ensure the security of the buildings through visual inspection, regular Health & Safety checks, and the monitoring of CCTV system.
To deal with telephone and general enquiries
- To ensure that client case records are updated and complete written incident reports or other administrative tasks when necessary.
- To undertake minor maintenance where appropriate, e.g. replacing lightbulbs
- To carry out cleaning duties and preparation of rooms for new arrivals as necessary

GENERAL

- To have understanding, tolerance and patience when working with young people 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 effectively engage with 1:1 (Supervision) and appraisals
- To work shifts in accordance with the established rota and organisational requirements
- To occasionally workday time hours to attend team meetings and training sessions.
- To at all times represent Turning Lives Around 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 consider 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, young people, and external agencies.

PHYSICAL CONDITIONS

Turning Lives Around 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 Assistant post: 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

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: October 2024
Review Date: October 2027