

HIGHTOWN HOUSING ASSOCIATION

STAFF JOB DESCRIPTION

<u>DEPARTMENT:</u>	Care and Supported Housing
<u>JOB TITLE:</u>	Waking Night Worker Open Door
<u>RESPONSIBLE TO:</u>	Scheme Manager/ Operations Manager
<u>RESPONSIBLE FOR:</u>	No line management responsibility

JOB SUMMARY

Open Door Homelessness Service provides emergency accommodation and housing related support for up to 12 single homeless people, including individuals at risk of sleeping rough in the St Albans area, a day time Drop- In for people in housing need and an assertive street outreach service.

The Waking Night Worker has an important function in overseeing the security of our scheme and the welfare of our service users. He/she is expected to respond to any incident, which may affect the safety or security/welfare of service users or the standing of the project within the community.

The Waking Night Worker will work as part of a team to provide a service that meets and responds to the individual needs of our service users. They will take responsibility for staying awake throughout the night to ensure the safety and security of the service, responding appropriately to needs and emergencies and seek support/ guidance from the on call person or other professionals and agencies as required.

The post holder will undertake household and administration tasks throughout the night as detailed. Ensuring the security of the service is paramount, including service users, the building and all contents.

SPECIFIC RESPONSIBILITIES

Our Service Users:

1. To respond appropriately to the needs of our service users.
2. To follow individual risk assessments.
3. To respect confidentiality and follow policy guidelines.
4. To ensure that the Communal Living Code is observed by all our service users and take appropriate action to deal with any breach.

Operational:

1. To follow and implement the Associations and schemes policies and procedures at all times.
2. To carry out administration and housing management tasks as requested.
3. To carry out tasks that ensure the smooth operation of the scheme, this includes some domestic tasks.

4. To liaise with other professionals and emergency services as required.

Premises:

1. To advise the Association's relevant officer of any malfunction or faults, and ensure the security of the premises.
2. To ensure that the fire regulations are complied with and advise the management team of any risk/s.
3. To ensure that legislation and regulations concerning environmental health and health and safety are complied with and to report to management where action is required.
4. To comply with the Associations Health and Safety Policy.
5. To complete Health and Safety inspections in accordance with the project procedures.
6. To ensure the project is secure at all times.

General:

1. Provide reports to management/day staff on any issues arising during the night.
2. Report to the management any cases of damage to the Association's property, issues of maintenance, health and safety or breaches of tenancy or license agreement.
3. To actively participate in regular supervision, annual appraisals & team meetings.
4. To undertake in-house and other training proposed by management including mandatory training courses.
5. To act as the responsible person in the service in the absence of a designated responsible person, Scheme Manager or Operations Manager.
6. To remain in the project and act as the responsible person in the scheme during each shift.

Records and Administration:

1. To ensure that records required by Regulating Authorities and by the Association are complied with and kept in a safe place in the service at all times.
2. To ensure service user records and project records are updated consistently, accurately and as stipulated by the management team.

SPECIAL CONDITIONS OF SERVICE

To undertake any other reasonable duties at the request of the Scheme or Operations Manager.

To be flexible and able to respond to the needs of the service. This includes the ability and willingness to attend all required training, meetings, supervisions and team events scheduled to take place during the morning or evening time or at the weekend.

The post holder is employed by the service but may be asked to work from any other base operated by the Association.

To participate in the development of this job description as necessary. This job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

An enhanced CRB Disclosure is required for this post.

Hightown operates a non-smoking policy. Employees are not permitted to smoke in any property belonging to service users or the Association. Services Users co-operation can be sought to encourage them not to smoke whilst you are in their homes.

HIGHTOWN HOUSING ASSOCIATION LIMITED

PERSON SPECIFICATION

Waking Night Worker

	Essential	Desirable
Experience Previous experience of working in a supported housing environment		X
Ability to Communicate effectively verbally and in writing Respond appropriately in a crisis Communicate with other professional organisations in the community Work as part of a team Respect Confidentiality Carry out practical tasks Form and sustain professional relationships with service users Understand and respond appropriately and flexibly to a wide range of behaviours, anxieties and needs of service users	X X X X X X X X	
Personal Characteristics Ability to respond to service users needs appropriately Responsible and reliable Flexible approach when dealing with single people with support needs	X X X	
Knowledge and Understanding Understanding of the issues that single homeless people may face Understanding of equal opportunities and health and safety	X X	
Other Requirements Ability to work a rota to provide evening cover 365 days a year Ability to work bank holidays and weekends Ability to attend meetings, training, supervisions and events outside of working hours relevant to the post.	X X X	