

Post:	Bank Support Worker – East Road
Responsible to:	Manager
Hours per week:	Varied
Rate	£11.85 per hour + holiday pay

Overall purpose of the job

The job of Bank Worker entails taking responsibility for:-

Day Shifts - assessment, support and resettlement needs of residents according to Jimmy's policies, leading and supporting volunteers, joint working with partner agencies and assisting management in the safety, maintenance and development of the service.

Night Shifts - assisting in the delivery of a high-quality housing service to the clients of our supported service.

Two members of staff will be on shift at any one time.

Working hours

The service at East Road runs 24/7:-

Early Shift	7 am to 3.00pm
Late Shift	2.30pm – 10.30pm
Night Shift	10pm – 7.30am

We are looking for people who can work flexibly across a variety of shifts Monday to Sunday and can work short notice.

Main duties and responsibilities

Day Shifts

- Supporting the team with assessments, developing and contributing to needs, risk and support plans for allocated residents.
- Alongside the resident, ensure the resettlement and resident engagement pathway and the support plan is fully communicated both internally and to relevant partner agencies, externally.
- Ensure all relevant resident administration (both print and electronic) eg housing benefit application, HRT, Inform, Homelink, is completed accurately and reviewed and updated as appropriate.
- Provide/offer all relevant and reasonable support to residents to help them get the most from their stay at Jimmy's and also to be able to have the best chance of moving onto an independent lifestyle. This may include supporting to complete application forms, attend interviews and meetings.
- Inform and advise residents of appropriate, specialist external agencies (eg health, legal support, drug and alcohol services) and ensure residents are aware if/when these services are available on-site at Jimmy's, and also off-site availability.
- Maintain and record fully updated and accurate project records, eg shift report, petty cash, property storage, donations.

- At all times, ensure the smooth running of Jimmy's, with particular regard for the safety, security and welfare of all residents, staff, volunteers and visitors, and ensure daily routine checks are performed.
- Assume reception duties e.g. CCTV, telephones, door control etc.
- Take the lead in an emergency (accident, illness, violence, fire etc).
- Support and involve the volunteer team and residents in providing the service.
- Take responsibility to support residents to maintain clean bedrooms and participate in general project chores as required.
- Oversee room inventory and equipment and attend to daily laundry as required.
- Oversee storage maintenance, facilities and equipment and ensure the cleanliness of all Jimmy's communal areas, whilst on duty.
- Overseeing data entry into Jimmy's Cambridge's resident database, Charity Log.

Night Shifts

- Ensure a warm, welcoming environment and maintain inviting reception and communal areas
- Promote and encourage a high level of client engagement, consultation and communication.
- Capture and record key information from engaging with residents and observations on shift
- Use of effective exchanges of information with team members and day staff to generate thorough handovers and communication.
- Meeting the requirements of health and safety policies and practices.
- Implementing night security systems, ensuring overall safety and security of the scheme.
- Effectively dealing with anti-social behaviour as per procedures.
- Maintain high standards of cleanliness within schemes, preparation of rooms and site inspections.
- Ensuring culture and diversity issues have been considered across the client group and to tackle any forms of discrimination, adhering to equality and diversity procedures.
- Using IT systems appropriately.
- Involved in team meetings, training events and attending regular supervisions, as appropriate.
- Assisting colleagues in meeting key performance indicators (e.g. voids arrears and outcome targets).
- Reporting repairs to maintenance contractors by using appropriate systems.

General Duties/Responsibilities

- Attend to administrative duties related to the post.
- Other duties as reasonably required, as Jimmy's develops and/or the role requirements change
- Adhere to all of Jimmy's Policies

This job description is a general outline of the responsibilities of the post holder and may be amended by Jimmy's as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.

Person Specification

Essential

- A commitment to the core values of Jimmy's
- Able to work flexibly across a variety of shifts Monday to Sunday and can work short notice.
- Good interpersonal skills
- Awareness of professional boundaries
- Ability to communicate clearly and offer appropriate support
- Honest, respectful, reliable, non-judgemental,
- Ability to deal with challenging behaviour with a non-confrontational approach

- Flexible in decision making
- Ability to prioritise and issue assertive direction when appropriate.
- Relationship builder and an ability to take the lead when working with partner agencies
- Ability to keep clear, accurate reports & records
- Aptitude for contributing to the development of guest services and support.
- Ability to use a range of IT systems including Microsoft Office, Inform, email

Jimmy's Core Values

There are seven core values that all employees should be able to demonstrate.

1. **Confidentiality**
2. **Honesty**
3. **Inclusion**
4. **Professionalism**
5. **Passion for the work we do**
6. **Empathy**
7. **Respect**