

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

About Jimmy's Services

Jimmy's provides a range of services to meet our aims of supporting and providing accommodation to people who are sleeping rough or are in very vulnerable accommodation:

- 24/7 emergency accommodation service based on **East Road**, with twenty beds in single en-suite rooms, where people stay with us generally from for around 28 to 56 days.
- Nine shared houses for 28 residents, where we support people for up to a period of 2 years, then help them into more permanent accommodation.
- **451** Controlled Drinking Project - for six residents in single en-suite rooms, supporting people who are alcohol dependent to control and reduce their alcohol consumption.
- Extended or 'floating' support, where we support people who have moved on from Jimmy's accommodation, but still need our help.
- 22 new single occupancy modular homes

Overall purpose of the job

The job of our Bank Workers is to provide cover at either or both of our hostels on East Road and 451. These aim to provide high quality services which support our residents to move out of homelessness and to meet their agreed goals.

Working hours

East Road

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

451 Newmarket Road

24.5-hour shift – waking 2.30pm-11pm, sleep-in 11pm-7am, waking 7am-3pm.

We are looking for people who can work flexibly across a variety of shifts Monday to Sunday and can work short notice. We understand some people may only be able to do days or nights and may prefer the shifts at either East Road or 451, which can be stated on the application.

Main duties and responsibilities (some will be more relevant to either days or nights)

- Supporting residents through assessments; developing and contributing to needs, risk and support plans.
- Alongside the resident, ensure the resettlement and engagement pathway and the support plan is fully communicated both internally and to relevant partner agencies, externally.
- Ensure all relevant resident administration e.g., housing benefit application, Inform Database, Charity Log Database, 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.
- Help prepare meals for residents.
- Inform and advise residents of appropriate, specialist external agencies (e.g., 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, e.g., 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.
- Lone working – at East Road at least one other member of staff will be on shift, however you may be alone in parts of the building at times (we provide walkie talkies and have CCTV); at 451 you will often be the only worker on shift.
- Assume reception duties when required 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.
- 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.
- 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.
- 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.

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
- Able to lone work, particularly when working at 451.
- 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**