

JOB DESCRIPTION

Post:	Bank Support Worker (days and/or nights)
Responsible to:	Deputy Team Leader
Hours Per Week:	Flexible
Salary:	£14.44 per hour

Overall purpose of the job

The job of our Bank Workers is to provide cover at one or both of our hostels at **1 East Road** and **451 Newmarket Road**. We aim to provide high quality services which support our residents to move out of homelessness and to meet their agreed goals.

Due to the casual nature of the job, the Bank Support Worker's responsibilities do not correspond completely to those of the full-time Support worker position.

Working hours

Shift patterns at Jimmy's are made up of a combination of varied shifts including earlies (7am – 3.00pm) and lates (2.30pm – 10.30pm) and nights (10:30pm – 7:30am) across 7 days over a 4-weekly period.

Main duties and responsibilities

- Follow all Policies and Procedures to support the smooth operation of the service and maintain high Health & Safety standards.
- Perform routine daily tasks as directed to support the effective running of the service.
- Work proactively, using initiative, with a “can-do” approach to tasks.
- Maintain good working relationships with all members of staff and volunteers and maintain high standards of service provision while on shift.
- Provide a professional and friendly reception service, greeting and signing in/out all visitors.
- Answer telephone calls in a polite and friendly manner; log all queries or direct callers to the appropriate member of staff.
- Communicate and interact with residents in a positive, friendly and non-judgmental way.
- Respond to residents' queries and requests confidently and with a positive, approachable manner, listening without judgement, and ensuring all issues, requests, or concerns are accurately recorded and handed over so permanent staff remain fully informed.
- Inform and advise residents of appropriate specialist external agencies (e.g. health, legal support, drug and alcohol services) and ensure residents are aware of when these services are available at Jimmy's or elsewhere.
- Respond to information requests from external organisations and members of the public.
- Ensure that any repairs, maintenance, fire hazards or Health and Safety issues are logged and reported to permanent staff, to maintain the safety and security of the building.
- Log all donations received and assist with the collection, sorting and storing donated items.

- Help with the clearing and cleaning of the rooms when residents request assistance or when they move out.
- Keep the reception and staff office areas tidy and clean.

General Requirements for all staff

- Attend regular team meetings and also represent Jimmy's at external partner and stakeholder meetings if required.
- Attend to administrative duties related to the post.
- Other duties as reasonably required, as Jimmy's develops and/or the role requirements change.
- Take responsibility for personal training and development and attend appropriate supervision & training sessions.
- At all times, have a strong awareness and understanding of Jimmy's policies, including health & safety, equal opportunities, diversity & inclusion, safeguarding, data processing and volunteering.
- Adhere to all of Jimmy's Policies, especially, but not exclusively, Health & Safety, Equality, Diversity & Inclusion, Safeguarding, Data Protection and Lone Working.
- Communicate and liaise with staff, volunteers, external agencies and funders as required.

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.
- An excellent approach to supporting residents in a needs-based environment, with a clear understanding of the importance of taking ownership and responsibility for managing and resolving enquiries.
- Strong interpersonal skills and listening skills.
- Awareness of professional boundaries.
- Ability to communicate clearly and offer appropriate support.
- Honest, respectful, reliable, non-judgmental.
- Ability to deal with challenging behaviour with a non-confrontational approach.
- Personal and professional integrity.
- Ability to work effectively using initiative, while also collaborating well within a team, and to follow instructions and work confidently within established guidelines.
- Ability to keep clear, accurate reports & records.
- Ability to use a range of IT systems including Microsoft Office, Inform, email.

Desirable

- Previous lived experience and/or experience supporting people who are homeless or vulnerable adults facing similar challenges, such as mental health difficulties, substance misuse, or domestic abuse.
- Understanding of homelessness and contributing factors.
- Knowledge of the benefits & welfare system.
- Awareness of voluntary, statutory & public services available to residents in Cambridge.
- Knowledge of accommodation providers both locally and nationally.

Jimmy's Core Values

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

1. **Confidentiality:** we always strive to maintain the confidentiality and privacy of residents, volunteers, employees and supporters, both within and outside of Jimmy's. The only exceptions to this are where it is beneficial to resident support, as required by Safeguarding or as required in law. Where possible resident consent should be obtained.
2. **Honesty:** we will uphold the principles of honesty and integrity in all of our dealings and actions, both internally and externally.
3. **Inclusion:** we demonstrate equal opportunities for all staff, residents and volunteers. We value and encourage diversity for all.
4. **Professionalism:** we are professional in all we do, upholding our policies whilst exercising social responsibility towards everyone affected by Jimmy's.
5. **Passion:** we are passionate about our work and aim for the best outcomes for our residents. Through our passion we will educate and influence all those who come into contact – both directly and indirectly – with Jimmy's.
6. **Empathy:** we are able to understand issues, situations and feelings that may affect our residents and others coming into contact with Jimmy's and will act appropriately.
7. **Respect:** we are respectful in all of our words and actions, at all times preserving the dignity and rights of everyone we work with, and the work of partner agencies.