

## **JOB DESCRIPTION**

**Post:** Night Support Worker (Across East Road & 451 Location)

**Responsible to:** Night Team Leader

**Hours per week:** 36hrs per week (full and part time position available)

**Salary:** £27,026.68 per annum (pro rata)

**Contract:** Permanent

**Annual Leave:** 26 days per annum plus bank holidays

**Pension:** 5% Employer's Contribution

### **Overall purpose**

The service focuses on supporting people with a wide range of support needs who have been experiencing homelessness and who have a range of complex and enduring needs, including around mental health, substance misuse, offending, and rough sleeping.

The night support worker will ensure the safety, security and well-being of all residents within the services during overnight hours 22:00 until 07:30hrs, providing a calm, supportive and non-judgmental environment, responding to immediate needs, managing crises, and maintaining operational standards while remaining awake and alert for the entire shift. The Support Worker will provide a wide range of person-centred support, using current best practise.

The service is provided to 25 residents who will stay at East Road and 9 residents at 451 service. The support service is covered by a team of Support Workers with two staff per shift 24/7.

### **Working hours**

Staff employed as Night Support Workers will work waking overnights (10pm to 7.30am) across 7 days over a 4-week period.

There is an unpaid half an hour break included in every shift although employees must remain on the premises. All staff can opt for overtime shifts both day and night to cover e.g., staff on holiday or sickness absence.

## **Key Responsibilities:**

### **1. Resident Safety and Well-being:**

- Provide high quality support to residents, emotional, comfort and reassurance to distressed or anxious residents. Residents are active both day and night meaning that all shifts, regardless of whether day or night, offer a vital opportunity for them to engage in support work.
- Provide 24/7 emotional support to residents struggling with their mental health, offering a listening and non-judgemental ear for those who need it.
- Monitor residents' welfare throughout the night, responding to their needs and ensuring a safe environment.
- 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 where possible.
- Contribute to needs assessments, risk assessments, and support plans.
- Having an awareness of services and provision to enable you to inform and signpost residents to 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 East Road, 451 and also off-site availability.
- Assume reception duties e.g. CCTV, telephones, door control etc.

### **2. Security & Incident Management**

- Conduct regular checks of the premises to ensure safety and security.
- Respond to emergencies (medical, security and behavioural) according to established emergency procedures such as Serious Incidence Policy and associated documentations.
- Manage incidents, de-escalate conflicts and maintain appropriate behaviour expectations as per signed license agreement.
- Take the lead in any emergencies e.g., accidents, illness, violence, fire etc.
- Contacting emergency services support as required.

### **3. Support & Administration**

- Maintain accurate, confidential records of all activities, incidents and resident interactions on Jimmys' relevant systems.
- Provide detailed handovers with day staff, providing detailed updates as per handover procedure.

### **4. Resident Engagement**

- Building positive, trusting relationships with residents.
- Offer a welcoming reception area through the night.
- Engage in activities at night with residents as appropriate i.e. movie night, play chess etc.

## General Duties/Responsibilities

- Ensure the smooth running of Jimmys' by maintaining acceptable level of cleanliness of all communal areas whilst on duty as per the scheduled night checklists.
- Attend regular team meetings.
- 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 and procedures.
- Communication and liaison with staff, volunteers and external agencies as appropriate to this role.

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. The post holder may be required to undertake other duties as may be required from time to time.

## Person Specification

### Essential

- Previous experience working or volunteering with vulnerable adults, or an understanding and awareness of this through life experiences.
- Ability to remain alert, focused and responsive throughout waking night shifts.
- A commitment to understanding that people's past experiences affect who they are today, and the importance of treating everyone as an individual.
- Some understanding of homelessness, substance misuse, and mental health.
- Good interpersonal skills and de-escalation skills.
- Commitment to upholding professional boundaries.
- Ability to communicate clearly and offer appropriate support.
- Ability to deal with challenging behaviour with a non-confrontational approach.
- Understanding of safeguarding principles and willingness to follow safeguarding procedures.
- Ability to remain non-judgemental and impartial, calm, assertive and effective under pressure.
- Ability to build positive relationships with people from all walks of life.
- Ability to carry out practical tasks that support the smooth running of the service (e.g., basic cleaning, reception duties, building checks).
- Good relationship builder.
- Ability to keep clear, accurate reports & records.
- Ability to use a range of IT systems including Microsoft Office.
- A commitment to the core values of Jimmy's.

### Desirable

- Knowledge of local support services and referral pathways.
- Experience using housing/support systems (e.g., case management, incident logging, CCTV systems)



## Jimmy's Core Values

Our values are at the heart of everything we do:

- Treating people with **respect**
- **Accepting** people as they are
- Believing in **opportunities for everyone**
- Behaving with **integrity**