



Night Services Coordinator

JOB DESCRIPTION

Post:	Night Services Coordinator
Responsible To:	Head of Services
Line Management:	Night Support Team
Hours Per Week:	36 hours per week
Salary:	£33,094.00 p/a
Annual Leave:	26 days per annum plus bank holidays
Pension:	5% Employer's Contribution

Overall purpose:

The Night Services Coordinator will provide leadership, direction and line management to our waking night team across our East Road and 451 hostels, ensuring both services consistently deliver a safe, high-quality and person-centred service.

At Jimmy's, we support people with a wide range of needs arising from experiences of homelessness, mental ill health and addiction. Our waking night teams play a vital role in maintaining both the physical and psychological safety of residents, creating a calm, supportive and non-judgemental environment throughout the night. Alongside responding to immediate incidents and emergencies, the team promotes stability, wellbeing and continuity of support outside of daytime hours.

The Night Services Coordinator will provide visible and effective leadership to our night workforce, setting clear expectations, maintaining high standards of practice and ensuring the team feels valued, informed and connected to the wider organisation. They will champion consistency across both services, embedding policies, procedures and best practice, while ensuring the night service remains fully integrated with daytime operations to deliver a seamless, high-quality service 24 hours a day, 365 days a year.

Working hours

The post-holder will work 36 hours per week, typically across four waking night shifts and one daytime shift. The daytime shift is an integral part of the role, enabling the Night Services Coordinator to build relationships with colleagues, maintain strong links with daytime services and contribute to meetings and wider organizational activities. We recognise the challenges of balancing night and day working and will seek to agree a working pattern that supports both the needs of the service and the wellbeing of the post-holder.

Main duties & responsibilities

As Night Services Coordinator, you'll play a key role in leading our waking night services across East Road and 451, supporting your team to deliver safe, compassionate and high-quality support every night of the year. You'll combine hands-on operational leadership with the opportunity to improve how we work, helping to create the best possible experience for the people we support.

You'll:

- Lead the day-to-day delivery of our waking night services across East Road and 451, ensuring safe, consistent and person-centred support.
- Support, motivate and develop the night team through regular supervision, coaching, team meetings and on-shift leadership.
- Promote high standards of practice, embedding trauma-informed, psychologically informed and strengths-based approaches throughout the service.
- Ensure support planning, risk management, safeguarding and record keeping are completed to a consistently high standard.
- Lead the induction, training and ongoing development of staff and volunteers, creating a confident and capable team.
- Develop and coordinate a varied programme of evening activities that promotes wellbeing, community and meaningful engagement, including personally leading some sessions.
- Work closely with colleagues across Jimmy's to ensure seamless communication and continuity between our daytime and overnight services.
- Contribute ideas and practical improvements that enhance the quality of the service and the environment for residents, particularly at East Road.
- Build positive working relationships with partner agencies to improve outcomes for the people we support.
- Monitor the quality and performance of the night service, preparing reports and using learning to drive continuous improvement.
- Ensure policies, procedures and professional standards are understood and applied consistently across the team.
- Foster a culture of reflective practice, learning and continuous improvement within the night team.

This job description is a general outline of the duties and 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 criteria

- A commitment to Jimmy's values and a genuine desire to make a difference to the lives of people experiencing homelessness.
- Experience of working with adults with complex needs, ideally within supported accommodation or a similar service.
- A good understanding of trauma-informed, psychologically informed and strengths-based approaches, and a commitment to applying these in everyday practice.
- Experience of line managing or supervising staff, with the confidence to support, motivate and develop others while addressing poor performance and challenging behaviours when needed.
- The ability to build positive, professional relationships with staff, residents and partner organisations, balancing empathy with clear expectations and accountability.
- Experience of supporting staff to deliver high-quality assessments, support planning, risk management and accurate record keeping.
- Confidence in responding calmly and effectively to challenging situations involving mental ill health, substance use, safeguarding concerns and behaviours that challenge.
- Excellent communication skills, with the ability to give clear direction, provide constructive feedback and have honest conversations when required.
- The ability to work independently, use sound judgement and make decisions confidently, particularly during out-of-hours shifts.
- Strong organisational skills, with the ability to prioritise a varied workload and maintain attention to detail.
- Good written, numerical and IT skills, including the ability to write reports and use case management systems.
- A flexible, proactive approach, with the resilience to adapt to the changing demands of a busy frontline service.

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**