

JOB DESCRIPTION

Job Title: SENIOR SUPPORT WORKER - NIGHTS
Department/Location: Somewhere Safe to Stay Hub
Manager: Homeless Services Manager
Salary Range: NJC Sale 8-17

Overall purpose of the job:

To work with and for homeless people in line with the Trust's mission and in the most acceptable, professional way and ensuring good practice. To be responsible for the safety and welfare of residents in Direct Access Hostel at night.

Performance Outcomes:

To be responsible for the safety and welfare of residents in at the Somewhere Safe to Stay Hub at night, responding as appropriate

Be responsible for security of buildings and contents

Maintain records, including resident records, as directed

Developing positive relationships will be the key principle for change, every interaction is an opportunity for engagement.

Promote a positive, non-institutionalised stimulating environment to maximise opportunities for independence, improved wellbeing and achievement

Main Tasks & Activities:

To be responsible for the welfare and safety for all residents alongside another Senior Support Worker.

You will be required to work on a rota system. This will include weekends and bank holidays. Undertake day and night duties at **any** of the Trust's establishments when the need arises.

Undertake the implementation of the drugs procedure in accordance with the Misuse of Drugs Act

Work with residents in a way which maintains an appropriate balance between taking unnecessary risks and being over protective.

To maintain confidentiality regarding residents.

Be aware of and follow all of St Martins policy and procedures including those relating to fire, Health and Safety, residents, personnel, public/press relations, financial transaction, etc.

Be responsible for the security of the building and contents while on duty. Report and follow up any maintenance problems promptly in accordance with St Martins policy and procedures.

Maintain records, such as residents' personal notes, care plans etc., and general records relating to the home, e.g. fire drills, office diary, log book, etc.

Respect residents' rights at all times, and ensure that they are treated with respect and dignity. Actively encourage residents to be involved in decisions affecting their lives, such as their resettlement plan etc. so that they develop increased self-confidence and self worth.

Attend regularly all staff meetings and other team meetings as directed by the management.

Promote and represent St Martins at any outside forum attended.

Record **all** financial transactions and ensure the Trust's financial procedures are adhered to.

Be aware of and comply with the requirements of the Registered Homes Act 1984 and subsequent amendments, when on duty in a registered care home.

Respond to any night time enquiries with regard to housing a person who is rough sleeping, has a history of rough sleeping or at imminent risk of rough sleeping by offering a safe place to stay prior to any assessment being offered.

Follow risk management protocols provided by St Martins to support the safe management of the service and the safety of all residents

Minimum requirements to progress to NJC 15 to 17:

Acquisition of NVQ 3 or equivalent.

Evidence of leadership in a particular activity of relevance to the team. eg responsibility for project worker supervision.

Evidence of meeting individual goals set at appraisal and demonstration of the above points will be needed to progress up the incremental scale.

Completion of the training requirements set out by the National Care Standards 2000 requirements and psychological Informed environments good practice guide 2012

SIGNED BY JOB HOLDER:

DATE:

SIGNED BY MANAGER:

DATE:

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills and knowledge, personal attributes, interests and other attributes necessary for the post holder to perform the job to a satisfactory level

	Essential Without which the post holder could not be appointed	Desirable Extra qualities that can be used to choose between candidates with all essential criteria.	Method of Assessment
Qualifications	NVQ Level 2 Health & Social Care (or equivalent)	NVQ Level 3 Health & Social Care (or equivalent)	Certificates
Experience	<p>Minimum 2 years' experience of working with any of the following client groups: single homeless, substance misusers, ex-offenders, mentally ill or learning disabled.</p> <p>Support and Supervision of staff</p>	<p>Experience (paid or voluntary) of work within a Hostel setting</p> <p>Experience with self-injurious, and aggressive behaviours</p>	Application form, interview, references.
Skills & Ability	<p>Be able to practically demonstrate that you are: Caring, Kind, Empathic and Patient</p> <p>Demonstrate high emotional resilience to deal with verbal abuse and threatening behaviour.</p> <p>Able to remain calm and deal with difficult/challenging behaviour, in accordance with agreed policy, and in a non-confrontational manner. Including death, fire, self-injurious behaviour, suicide attempts.</p> <p>Be innovative and practical in approaching clients' needs, particularly those who perceive that they have failed in the past.</p> <p>Be assertive and a good communicator, both verbally and in writing, at all levels.</p>	<p>Experience of attending regular statutory multi agency meetings</p> <p>Have basic IT skills</p>	Application form, interview, references.

	Have the ability to manage time effectively and possess good organisational skills.		
Knowledge	<p>An understanding of complex needs of service users</p> <p>Have an understanding of and the ability to implement anti-discriminatory practice</p> <p>Understanding of Safeguarding Vulnerable adults</p> <p>Awareness of good professional boundaries, particularly in relation to working with vulnerable adults</p>	Knowledge of community care and other related issues.	Application form, interview, references.
Other	<p>Be prepared to follow instruction from management and when on duty.</p> <p>Willing to undertake any appropriate training as required (core and specialist training)</p> <p>Ability and willingness to be flexible and work some unsociable hours, including evenings, weekends and Bank Holidays and sleep-ins</p> <p>Have a cheerful, positive, outgoing personality, highly motivated, with the ability to motivate others.</p> <p>Be capable of working alone, whilst also being an effective team player.</p>	<p>Self-Awareness</p> <p>Perception of panel from interview that post holder would fit into team</p>	Application form, interview, references.