



JOB DESCRIPTION

TITLE OF POST: Night Support Worker
LOCATION: The Haven
RESPONSIBLE TO: Senior Project Worker

PURPOSE OF THE POST

The main purpose of the Night Support Worker is to provide waking night cover to work with residents and staff to provide a safe, secure environment all our clients. The Night Support Worker must be creative and self-motivated individual who is willing to provide personalized support to men who have a present alcohol addiction and associated support needs.

MAIN TASKS AND RESPONSIBILITIES

1. CLIENT SUPPORT

- 1.1 To control the reception desk during night hours and attend to phone calls, answering the door and monitor and record residents entering and leaving the project.
- 1.2 To undertake security checks of the project on a regular basis looking for and dealing with any problems or issues that might arise and regularly monitor the CCTV.
- 1.3 To provide support to clients around problems as necessary and pass on any concerns or issues to the clients allocated keyworkers
- 1.4 To ensure the safety and security of the project over-night in accordance with established health and safety procedures, take appropriate action as necessary, keeping a log of incidents, damage and danger.
- 1.5 To have an understanding of the needs of the client group and to assess each situation as they arise on its own merit.
- 1.6 To observe confidentiality at all times.

2. ADMINISTRATIVE DUTIES

- 2.1 To be responsible for counting and recording medication that has been administered to clients to ensure that the appropriate records are maintained accurately.
- 2.2 In conjunction with the Sleepover Project Worker, counting medication out and recording medication that is to be returned to the dispensing pharmacy.
- 2.3 To write Care Quality Commission and West London Mission incidents reports about any incidents including any Emergency Services involvement.
- 2.4 To maintain a high standard of record keeping and complete entries on the client database

of residents seen whilst on duty and any significant conversations with and about residents.

- 2.5 To ensure that all written work both for internal and external use is of a high standard.
- 2.6 Collating all the necessary information for handover, recording this on the handover sheet and performing handover to project workers coming on shift.

3. MANAGEMENT OF THE PROJECT WHILE ON SHIFT:

- 3.1 Working within the Rota shift pattern as required, maintain a friendly and supportive environment within the project, this will include night time weekdays and weekend working.
- 3.2 To diffuse difficult or dangerous situations and to summon internal and external assistance when necessary.
- 3.3 In conjunction with the sleep-over worker, to issue warnings and exclude people when necessary in accordance with agreed policies.
- 3.4 To liaise emergency services, as necessary.
- 3.5 To liaise with other night workers within the organisation on a regular basis.
- 3.6 To notify the relevant colleagues when stocks and supplies are short.
- 3.7 To ensure that the project is kept clean and safe, including cleaning of ground floor areas of the project every day and/or at the Senior Housekeeper or other managers' request.
- 3.8 To adhere to West London Mission's Health and Safety Policy in all aspects of the work.
- 3.9 To carry out health and safety checks in line with policy and keep records as required.
- 3.10 To monitor the standard of the accommodation and grounds, to ensure that they are consistently high throughout. This includes identifying and reporting repairs and maintenance of equipment are kept to a high standard.
- 3.11 To be supportive of your colleagues during times of crisis.
- 3.12 To deal with resident's complaints and to resolve conflicts between users sensitively and effectively.

4. OTHER DUTIES

- 4.1 To attend shift handover meetings, Team Meetings, team review days and other meetings as agreed with the Line Manager and the management team.
- 4.2 To keep abreast of social care legislation and other matters relevant to successful support of clients.
- 4.3 To participate induction of new staff, as requested.
- 4.4 To join West London Mission in-house and other training, and where possible to become involved with working parties and/or surveys.
- 4.5 To carry out specialist duties as agreed with the management team.
- 4.6 To adhere to West London Mission's Equal Opportunities Policy and Health and Safety Policy

in all aspects of the work.

- 4.7 To adhere to West London Mission's Code of Conduct.
- 4.8 To attend and contribute to regular supervision with the designated line manager.
- 4.9 To attend and contribute to an annual appraisal.
- 4.10 To undertake such other duties, consistent with the general tenor of this job description as may be reasonably required.

PERSON SPECIFICATION

POST: NIGHT SUPPORT WORKER

LOCATION: THE HAVEN

We want Night Support Workers who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having direct previous experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

<ul style="list-style-type: none"> • Personal Effectiveness • Organisation and delivery of results • Pro-activity and Initiative • Creativity & Problem-solving • Personal Development • Communication • Managing self and relationships with others within the team 	<ul style="list-style-type: none"> • Works effectively with external agencies • Building effective relationships • Customer/Client focus & managing diversity • Maintaining and using systems • Using IT
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Although we are keeping direct experience /knowledge requirements to a minimum, we do need you to use the Job Application form to demonstrate your capacities in relation to each of the criteria listed in Section 1, 2 & 3 below (addressing each point in order).

1. Previous Experience

- 1.1 Some experience of dealing directly with the public and/or clients or customers in a busy service environment
- 1.2 Some experience of liaising effectively with a variety of people/agencies.

2. Special Knowledge and Requirements

- 2.1 Ability to maintain enthusiasm for a high level of contact with clients on a day to day basis.
- 2.2 A genuine interest in helping vulnerable people, including those with mental health and substance misuse issues to make changes in their life.
- 2.3 Some understanding of the need to empower clients to make positive changes.
- 2.4 An awareness of the causes of homelessness and the need of vulnerable people.
- 2.5 Ability to monitor a client’s progress and the importance of maintaining clear and concise written and numerical records.
- 2.6 Understanding of some of the kinds of challenging behaviour that clients might demonstrate and awareness of basic strategies for dealing with challenging behaviour.
- 2.7 Familiarity with IT applications and basic keyboard skills.
- 2.8 Understanding of:
 - (a) The importance of confidentiality in relation to work
 - (b) Professional boundary issues
- 2.9 An understanding of and the commitment to diversity & equality as it applies to a supportive service and in the workplace.
- 2.10 An understanding of Control of Substances which are Hazardous to Health and what Personal Protective Equipment to use.

3. Additional Requirements

- 3.1 Willingness and ability to work shifts including weekday and weekend night work.
- 3.2 Willingness and ability to work outside of shift/rota on occasions
- 3.3 Willingness to work flexibility in response to changing organisational requirements.
- 3.4 commitment to WLM’s values and understanding of its Christian ethos’