



<b>Job Title:</b>	Night Support Worker					
<b>Department/Group:</b>	Client Service	<b>Job Code/ Req#:</b>	CS/05			
<b>Location:</b>	E	<b>Travel Required:</b>	Travel Required			
<b>Level/Salary Range:</b>	PROJ/1	<b>Position Type:</b>	Full Time 40 Hours Per Week including Weekends			
<b>Reports To</b>	Team Leader	<b>Date Posted:</b>				
<b>Responsible For</b>	Residents at Heather Lodge	<b>Posting Expires:</b>				
<b>External Posting URL:</b>						
<b>Internal Posting URL:</b>						
<b>Applications Accepted By:</b>						
<b>EMAIL:</b> <a href="mailto:PRHA@Recruitment.Net">PRHA@Recruitment.Net</a> Subject Line: Night Support Worker CS05	<b>MAIL:</b>					
<b>Projects Aims and Objectives</b>						
Heather Lodge provides support and accommodation to those with Mental health diagnosis Within a Psychologically Informed Environment residents are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to lower support accommodation.						
<b>Role Purpose</b>						
To participate in the delivery of a high quality support services to supported housing residents which meets PRHA service standards, aims, objectives and performance targets.						
<b>Main areas of responsibility</b>						
<ol style="list-style-type: none"><li>1. To communicate and work with members of the staff team to create a safe and welcoming environment, having responsibility for the well being and safety of residents and security of the premises at night.</li><li>2. To build supportive trusting relationships with our residents, encouraging them to develop regular sleeping patterns.</li><li>3. To providing informal support and monitor welfare, especially those on the</li></ol>						

vulnerable residents' list. To identify and report risks e.g. signs that residents are not taking medication or changed behaviour to the team or shift leader.

4. To deal effectively with any resident issues and emergencies that arise overnight, liaising with colleagues, the on call manager and emergency services where required.
5. To deliver personal care in crisis situations where the service user is at risk.
6. To ensure all visitors leave as per your visitors policy with exception to those given permission for overnight stay in advance by management.
7. To conduct hourly patrols of the building, carrying out welfare and health and safety and checks (e.g. maintenance & fire extinguishers).
8. To follow Health and Safety policies and procedures and follow risk guidelines, notifying your colleague of whereabouts via walkie-talkie when working alone.
9. To monitor the CCTV in between patrols.
10. To anticipate, respond to and report incidents, antisocial behaviour or matters of concern, alerting the on call manager in serious cases.
11. To undertake cleaning and tidying of the communal areas, and routine office admin tasks assigned by management (eg photocopying)
12. To book in emergency referrals from the Council's out of hours team
13. To share information both verbally and in writing, using the communication book and database to record important information and incidents, whilst mindful of data protection and the confidentiality policy.
14. To work collaboratively as a team member, attend virtually or in person to participate in handovers, team meetings, reflective practice sessions, training and away days, contributing to service improvements and consistent high quality service delivery.
15. To ensure residents are safeguarded from abuse and promptly report safeguarding concerns through the line management structure. To check and report on 'missing' tenants in accordance with agreed procedure.
16. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations;
17. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged.
18. Maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
19. Carry out such other duties as may be reasonably required from time to time.

## **KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS**

### **Competencies**

1. Understanding and willingness to work with residents with mental health issues, drug or alcohol issues and behaviour that can be challenging
2. Ability and physical capability to undertake security duties
3. Able to respond to challenging behaviour calmly and safely.
4. Basic understanding of resident and projects health and safety including lone working
5. Willingness and ability to support personal care where the service user is at risk
6. Understanding of adult abuse and how to escalate and report it.
7. A good listener, able to understand and communicate clearly in English
8. Ability to work collaboratively with others
9. Basic literacy, able to write brief reports.
10. Ability both to work within a team and use own initiative
11. Ability to follow policies and procedures

### **Behaviours**

12. Customer focused
13. Non judgemental
14. Self-motivated
15. Adaptable and Flexible