

JOB DESCRIPTION TEMPLATE

Job Title:	Night Support Worker - Casual		
Hours:	Rota	Status:	Zero hours
Accountable to:	Team Leader		
Remuneration: Per annum	£11.35	Responsible for:	Safety and support of residents through the night.
Location:	O'Hanlon House		

About us:

We are an open door for people experiencing homelessness whose lives have been shaped by trauma; providing safety, stability and support when it is needed most. We deliver this support across the Oxfordshire by providing a range of accommodation with access to high quality support, offering a safe and welcoming space for people to take control of their own lives.

Main purpose of job:

This role is responsible for delivering a safe and supportive service to all residents living at O'Hanlon House during the night. The post holder needs to work alongside the day and night teams to ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire Policies and Procedures.

Main Areas of Responsibility:

- Ensure the effective delivery of high quality care, support and housing management according to Homeless Oxfordshire policies and procedures.
- To be a supportive and effective part of the team working as part of a rota including nights and weekends. Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.
- Maintain a safe, clean and welcoming environment.
- To support and encourage clients to care for themselves and develop independent living skills.
- To assess and manage risk for individuals and in the service, making use of emergency services as required.
- Report any safeguarding concerns without delay in line with the charity's policies and procedures.

- Comply with the charity's health and safety standards.
- Manage challenging situations in line with procedures and to ensure the safety of yourself and others.
- Actively ensure security of the building through regular checks and monitoring of CCTV system
- To carry out designated cleaning and laundry duties (and any other housekeeping tasks).
- To participate in handovers at the beginning and end of shifts, ensuring that information is properly recorded and passed on where appropriate and relevant and in a timely fashion
- Ensure that IT systems are updated as required and concise record keeping is completed promptly.
- Ensure clients are aware of and support them to maximise their opportunity to be involved in Client Participation.
- To participate in the induction of and support new team members.
- To undertake any other duties that can be reasonably required to meet the operational needs of Homeless Oxfordshire.
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this position.
- To ensure that Homeless Oxfordshire's Equal Opportunities Policies are complied with and promoted in carrying out duties of the post.

Safeguarding statement:

Homeless Oxfordshire is committed to safeguarding and promoting the welfare of all adults, children and young people who are at risk of harm and that come into contact with our services. We believe that all adults, children and young people have an equal right to protection from abuse, regardless of their age, race, religion, ability, gender, language, background or sexual identity and consider the wellbeing of the vulnerable adult, child or young person is paramount. As a result, we have a robust safeguarding policy to ensure everyone is treated fairly and a whistleblowing policy to enable people raise any concerns confidentially.

We expect everyone (staff, trustees, associates, volunteers and anyone working on behalf of the Company) to share this commitment and read, understand and adhere to this policy and related procedures.

Equal Opportunities

We employ people on the basis of their abilities. We strive to attract and develop talent that is representative of our clients and all sections of the society, and do not discriminate based on of age, faith, disability, race, gender, sexuality and socio-economic, regional or cultural background.

If you are shortlisted and need us to make any adjustments to help you attend for interview, please let us know.

Person Specification:

Factors	Essential	Desirable	Recruitment Selection Method (Application, Interview, Assessment)
Knowledge, Experience, Qualifications, Professional Memberships & Training	<ul style="list-style-type: none"> An understanding working with people who have faced multiple disadvantages 	<ul style="list-style-type: none"> Experience of working with people with mental health, drug or alcohol needs. Knowledge and understanding of trauma. Experience of working in a hostel, or similar, environment , Experience, Qualifications, Professional Memberships & Training 	A, I
Communication, Engagement & Relationships	<ul style="list-style-type: none"> Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision Modifies own style and approach in order to achieve goals and effectiveness Displays self-awareness and integrity in all relationships Ability to make quick and effective decisions 	Communication, Engagement & Relationships	A, I
Team Skills	<ul style="list-style-type: none"> Ability to deal with challenging behaviour Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people Thrives in a fast-pace environment, with a 'can do' attitude Self-motivated and open: reflects on 	Team Skills	

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	<p>self, willing to be open and honest about self-reflection and seeks personal improvement</p> <ul style="list-style-type: none"> • Ability to work across the whole organisation with other services and departments as appropriate 		
<p>Standards & Compliance</p>	<ul style="list-style-type: none"> • Ability to complete and read a risk assessment • Knowledge of voluntary and statutory services available to people experiencing homelessness and vulnerable adults • Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR). 		

This post is part of Oxfordshire’s Homeless Alliance. Its members are people with lived experience of homelessness, service providers, and local authorities. The Alliance has come together to end rough sleeping and improve services so that they make a positive difference to the lives of people who are homeless and at risk of homelessness in Oxfordshire. The job description is a broad reflection of current duties and it is not exhaustive. It will be reviewed regularly to reflect priorities and developments as the need arises.