



## **JOB DESCRIPTION**

<b>POST:</b>	Night Support Worker
<b>LOCATION:</b>	Hillingdon
<b>RESPONSIBLE TO:</b>	Service Co-ordinator (or nominee)
<b>DBS CHECK:</b>	This post is subject to Adult and Child Workforce Regulations.

### **JOB PURPOSE:**

To support young people between the ages of 16-19 living in supported housing. To will be a 'Key Person' in making sure our clients are kept safe, gain independent living skills and feel happy and supported in their living environment.

### **KEY RESPONSIBILITIES**

#### **DELIVERING SERVICE**

- P3 have a unique style of operation that you would be expected to adopt. We believe that every young person deserves to be fully supported in a way suitable to meet their needs in order to reach their potential.
- Work with the young people to enhance their independent living skills. this will include tasks relating to:
  - Providing general practical and emotional support in order to promote their independence
  - Practical support & guidance on how to manage their personal and communal living space
  - General support on how to cook and prepare meals.
  - Support to find employment, education or training opportunities for the young people
  - General support on finance and budgeting.
  - Referrals to specialist services and professionals.
  - General support around self presentation and well being.
- Responding appropriately to chaotic and challenging behaviour to promote the well-being of clients and staff
  - To undertake training e.g. through attendance at formal courses

- Providing an effective and responsive supportive service

Work within P3's policies and style of operation -

- Participate in the staff team's provision of individual support and needs assessment, including risk assessment, advice, emotional support and practical assistance.
- Participate in assessing and reviewing future housing and support needs, and in identifying and co-ordinating internal and external services and referrals in response to these.
- Keep appropriate records of interventions with clients and inform other staff of relevant issues.
- Encourage clients' involvement in the development and operation of the service, facilitating appropriate consultation and participation.
- Provide a non-specialist support service with regards to prompting clients (where appropriate), to take prescribed medication on a day to day basis.
- Participate in 24 hour rota to ensure adequate cover is maintained for service delivery, where appropriate.
- Share responsibility for the effective use of information systems and procedures regarding clients' and other records, eg finance and staff communications.

## **TEAM WORK**

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual client's circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate.

## **HOUSING MANAGEMENT AND QUALITY**

- Help keep the properties/project functioning, clean and in good repair
- Assist in ensuring effective housing management including:
  - Ensuring that rent arrears policies are administered according to the needs and capabilities of clients and that clients are advised and assisted to claim welfare benefits as appropriate.

- Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised.
  - Monitoring and ensuring that rent and service charges are paid regularly and accounted for in the proper manner.
  - Ensuring that the inspection of rooms/properties and undertaking of minor repairs take place where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales, and in accordance with tenancy agreements and management agreements.
  - To liaise appropriately with partner Landlords and Contractors to ensure that planned and day to day maintenance works are identified and carried out with appropriate timescales.
- Deal with complaints in accordance with P3's agreed procedures.
  - Ensure service meets the quality agenda as set out by Local Authority and continually strive to improve service delivery.
  - Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.

## **DEVELOPMENT**

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.
- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## **OTHER**

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.

- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3  
PERSON SPECIFICATION**

**Support Worker**

	<b>Essential</b>	<b>Desirable</b>
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<p><b>Values</b> Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> <li>• A commitment to client involvement and empowerment.</li> <li>• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.</li> <li>• Recognise and value all aspects of diversity</li> <li>• Understanding of and commitment to the importance of accessing training, learning and development opportunities</li> <li>• Understanding of those who use our services being enabled to have greater opportunities to exercise their rights</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience</b> It is <b>essential</b> that you are able to demonstrate experience of <b>one</b> of the following:</p> <ul style="list-style-type: none"> <li>• At least one years experience of providing support in a hostel environment or working with young people</li> </ul> <p>OR:</p> <ul style="list-style-type: none"> <li>• Personal experience of using young persons services</li> </ul> <p>OR:</p> <ul style="list-style-type: none"> <li>• At least three years experience of providing care and/or support services within another social care setting.</li> </ul> <p>OR:</p> <ul style="list-style-type: none"> <li>• Previous experience of working with young people</li> </ul> <p>OR:</p> <ul style="list-style-type: none"> <li>• Relevant life experience</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Must have a sound understanding of the support needs of people who use our services</li> <li>• An understanding of Local Authority legislation</li> <li>• Knowledge of issues surrounding The Children Leaving Care Act 2000</li> <li>• Knowledge of benefits system</li> <li>• Knowledge and understanding of housing provision</li> <li>• Knowledge and understanding of external partner agencies</li> <li>• An understanding of computers</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative</li> <li>• Able to work as an integral member of a team</li> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies</li> <li>• Must demonstrate effective interpersonal and communication skills</li> <li>• Must have ability to maintain accurate client records</li> <li>• Work flexibly to respond to the needs of the service and clients</li> <li>• Ability to empathise and communicate effectively with young people.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• NVQ/QCF Level 2 or 3 in a social care field</li> <li>• There must be substantial evidence of commitment to personal and career development relevant to the post.</li> </ul>		<p>✓</p> <p>✓</p>