

## **JOB DESCRIPTION**

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<b>Job Title:</b>	<b>Night Worker</b>
<b>Directorate:</b>	<b>Various</b>
<b>Location:</b>	<b>Project/Hostel</b>
<b>Reporting to:</b>	<b>Service Manager</b>
<b>Responsible for:</b>	<b>N/A</b>

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## **PURPOSE OF THE JOB**

To provide cover to the hostel at night, ensuring the support and safety of the residents and the building. The post-holder will be responsible for controlling and/or monitoring access to the building, dealing with emergencies, carrying out Health and Safety checks and communicating any concerns or events to the rest of the team.

- To liaise with the rest of the staff team in carrying out specific actions in relation to support for some targeted residents.
- To regularly participate in day time team meetings, reflective practice, support and supervisions meetings with line manager and any other local or organisationally forums.
- To carry out essential relevant Health & Safety actions and tasks as required.

## **KEY RESPONSIBILITIES**

- Spending time talking to the residents; supporting the key worker role with clients likely to be seen more at night or with specific supportive targets in relation to clients that may be seen during the night shift..
- Supporting clients in crisis situations, liaising with emergency services if needed, reporting and recording it by using local practices such log book, Opal, etc, and handing it over to day staff.
- Ensuring that the hostel is kept clean and safe and taking appropriate action to maintain the condition of the building, reporting hostel repairs.
- Carrying out regular checks in the hostel, checking conditions of all communal areas.

- Ensuring the hostel is secure by regular patrols and monitoring external doors and access in and out of the building
- Carrying out resident room/flat checks as necessary.
- Monitoring, managing and reporting on the external environment; including local neighbours' phone calls, and taking appropriate action.
- Dealing with any disputes or emergencies and completing incident reports.
- Dealing with telephone and general enquiries and any other general administrative duties.
- Having an understanding of the needs of the client group and working in an understanding and flexible manner using assessment and evaluation skills.
- To update paper and computerised systems and ensure all occurrences throughout the night are recorded
- To maintain a friendly and supportive environment within the hostel.
- To diffuse difficult or dangerous situations and summon assistance when necessary.
- To adhere to St Mungo's health and safety policies in all aspects of work.
- Having an awareness of hygiene, health and safety issues and fire alarm procedures.
- To clean and prepare rooms for new resident arrivals as necessary.
- To ensure a safe and healthy environment for residents by undertaking any cleaning and basic maintenance duties as necessary by following local risk management practices.

## **GENERAL**

Adhere to St Mungo's Policies and Procedures at all times.

Cover for other members of the team and division as necessary.

Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.

Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.

Attend and participate in divisional and team meetings and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's aim to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Night Worker

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification. Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

#### Experience

1. Some experience of dealing directly with the public and/or clients or customers in a busy service environment.
2. Personal experience of homelessness or an understanding of the issues faced by homeless or vulnerably housed people.
3. Experience in using your own initiative and dealing effectively with emergencies
4. Experience in following administrative procedures and maintaining clear and accurate records

#### Skills, Knowledge and Abilities

5. A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living.
6. A non-judgemental approach to working with homeless people.
7. A willingness and ability to constructively challenge difficult behaviour.
8. Able to respond to and interact effectively with residents, including when faced with challenging or difficult behaviour.
9. Basic keyboard skills and the ability to use I.T applications.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, sleep-ins, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

**In the selection and interview process, we will be assessing candidates against the following competencies:**

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Is client and customer focused</li> <li><input type="checkbox"/> Is open to new ideas, improvement and change</li> <li><input type="checkbox"/> Handles situations and problems with innovation and creativity</li> <li><input type="checkbox"/> Shows commercial and financial awareness</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Takes responsibility and demonstrates values-driven leadership</li> <li><input type="checkbox"/> Shows self-awareness</li> <li><input type="checkbox"/> Works well with other people</li> <li><input type="checkbox"/> Collaborates and networks effectively internally and externally</li> <li><input type="checkbox"/> Shows sound communication and influencing skills</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Able to find and analyse relevant written and numerical information and use it to make sound judgements</li> <li><input type="checkbox"/> Able to think strategically</li> <li><input type="checkbox"/> Demonstrates the necessary technical skills and aptitudes at the level that are required for the role</li> <li><input type="checkbox"/> Has good writing skills at the level required for the job</li> <li><input type="checkbox"/> Plans, organises and manages time well</li> <li><input type="checkbox"/> Demonstrates compliance and accountability</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds client/stakeholder involvement into all activities</li> <li><input type="checkbox"/> Aware of own level of cultural competence and proactively seeks to develop</li> <li><input type="checkbox"/> Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Builds a high performing team</li> <li><input type="checkbox"/> Provides staff with clear direction and support</li> <li><input type="checkbox"/> Motivates, supports, enables and promotes the wellbeing of their team</li> <li><input type="checkbox"/> Manages the operational aspects of their function efficiently</li> <li><input type="checkbox"/> Implements plans, strategies and services effectively</li> <li><input type="checkbox"/> Actively contributes to service growth</li> </ul>