Job Profile Housing Night Worker

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| Reporting to | Supported Housing Manager/Deputy Supported Housing Manager | Job Level: |
| Service area | Housing | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Crawley Foyer, West Sussex - with the requirement on occasion to work across locality | |
| Contract | Permanent | |

Where you fit

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# Job Purpose

# The Housing Night Worker provides responsive and supportive services to residents who may need assistance, and ensures the building is safe, secure, and welcoming throughout the night.

# About us

We help children and young people have a fair chance to be who they want to be. We do this by providing a safe home, increasing life skills and self-confidence, and improving emotional wellbeing and mental health. Each year, we support thousands of children and young people up to the age of 25 across Sussex and Surrey. We offer support in three service areas:

* Housing provision and sustaining accommodation
* Specialist information, advice and support
* Emotional wellbeing and mental health.

We are a member of the YMCA Federation of England & Wales and are guided by their vision of *‘transforming communities, so all young people can belong, contribute & thrive’.* This vision reflects the original Christian foundation of the YMCA movement, but with a clear emphasis on being an inclusive organisation. Our values - *we welcome all, we inspire, we support, and we speak out* - guide us in all our actions.

# Project

[Crawley Foyer](https://www.ymcadlg.org/where-we-work/ymca-crawley/) provides 24-hour supported housing services offering medium levels of housing-related support for young people aged 16-25 with 38 bedspaces and shared communal facilities. We adopt a trauma informed and psychologically informed approach to supporting our residents to help them build essential life skills, identify their goals and work towards aspirations so that they can move on to enjoy fully independent futures. We have a dedicated team of Support Workers, Night Workers and additional Bank Workers who provide support, guidance, and signposting around areas such as housing, budgeting, living skills, jobs, relationship building and wellbeing. Situated in the centre of Crawley (with excellent public transport), the service has strong links with and contributes to the local community.

# What you will be doing

### Safety and security

## Provide a friendly and professional front-of-house welcome to residents, visitors and staff, and ensure the building is safe, secure, quiet and welcoming

## Maximise the wellbeing of residents and visitors by ensuring adherence to health and safety protocols and house rules, all within the terms of tenancy agreements

## Assess and monitor the risks presented by residents to ensure they can keep themselves safe and, where possible, continue their development

## Record all incidents and accidents and share appropriately with the wider team, your manager and, if necessary, the central safeguarding team

## Follow Missing Persons protocols as required

## Regularly check the communal areas and address any instances of potential or actual anti-social behaviour promptly

## Deal effectively with non-compliance issues, such as anti-social behaviour/damage, and de-escalate any instances of threatening, aggressive or violent behaviour by using restorative practice

## Provide a professional and compassionate response at times of crisis and liaise promptly with emergency services and other members of staff e.g., ‘on-call’ manager, as required

1. Report all issues in accordance with policy and procedures, and complete an effective handover with day staff

### Engagement with residents

1. Welcome residents home and provide informal and responsive support so they can articulate their aspirations and ambitions and acquire the skills they need to live independent and fulfilling lives
2. Ensure resident’s views, aspirations, concerns, and ideas are sought so they can play an active role in influencing the services they receive
3. Proactively promote the services on offer and ensure residents are encouraged to engage with those services
4. Contribute to, or support, evening groupwork activities so that residents can access tailored solutions that meet their needs, wishes and aspirations

### Administration and housekeeping

## Undertake tasks as directed, including but not limited to:

## Inputting data, assessments, reviews, interviews, case notes onto In-Form (client database) and entering new residents details/closing ex-resident records

## Completing health and safety/compliance checks, and recording estate inspections and room checks

## Adding maintenance requests to Pyramid (property services system)

## Maintaining resident noticeboards, including creating posters and memos

## Tidying communal areas.

## Setting up breakfast club

## Answering the telephone from residents and staff in other 24-hour projects

## Occasional cleaning of empty rooms

## Reviewing CCTV and copying footage when requested.

### General

# Work a rota pattern of four days on/four days off, to ensure cover throughout the night, and take responsibility for personal safety during periods of lone working, if applicable

# Participate in relevant continuing professional development and utilise Reflective Practice Supervision as part of leading Trauma Informed practice

# At all times comply with YMCA DLG policies and procedures (including Safeguarding, Data Protection and Equality and Diversity) and abide by the Code of Conduct

# Carry out any other appropriate duties as directed by the Head of Service and/or Project Manager in your project

# Person Specification

## Knowledge and experience

# Experience of working in a customer facing environment, remaining calm and solution-focused when dealing with challenging behaviour

# Basic understanding of the support needs of young people and/or adults at risk

# Understanding of the impact of trauma on others, and the ability to work with a strengths-based approach with people who may be in distress

# Demonstrated confidence and competence in recording notes/actions in service log, incident forms and Health and Safety check lists

# Basic knowledge of good safeguarding procedures in relation to young people and/or vulnerable adults, and the ability to maintain professional boundaries (training provided)

# Understanding of, and commitment to, equality, diversity and inclusion

## Skills and abilities

# Ability to communicate clearly both verbally and in writing for appropriate record keeping (vital for handover to colleagues working day shifts)

# Good interpersonal skills and ability to build and maintain strong relationships

# IT skills, including proficiency in MS Office 365 package, as well as health & safety and client data management systems (training on YMCA DLG systems provided)

# Ability to work alone, and use own initiative, as well as being part of a team

## Qualifications and training

* Educated to GCSE/NVQ Level 2 in relevant subjects, or equivalent through relevant training/work experience
* **Desirable:** Chartered Institute of Housing (CIH) Level 3

# Employee Declaration

I confirm that I have read, understood and agree to the expectations outlined in the profile

Name: Date: Signed: