Job Profile Housing Mobile Night Worker

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| Reporting to | Supported Housing Manager/Deputy Supported Housing Manager | Job Level: |
| Service area | Housing services | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | **Mobile across, Eastbourne, Hailsham, Bexhill and Hastings** with the requirement on occasion to work across locality | |
| Contract | Permanent contract | |

Where you fit

# 

# Job Purpose

The Housing Mobile Night Worker provides responsive and supportive services to residents who may need assistance, and keep services safe, secure, and welcoming throughout the night.Working within the local area, you will carry out regular and routine checks of unstaffed supported housing services for young people, including communal areas, gardens, and the exterior of properties, to ensure they are as safe, secure, quiet and as welcoming as possible. When required, you will respond to calls from the on-call manager to carry out responsive checks when a report of an actual or potential incident or accident is received.

# 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 do what’s right, we work with heart, and we build real connection - guide us in all our actions.

A close-up of a sign

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# Service

East Sussex Transitional Housing is a low-support service, providing safe, secure, supported accommodation for 102 young people between the ages of 18-25 who have been, or are, at risk of homelessness. We have a small, supportive, and established team which manages 19 housing properties across, Eastbourne, Bexhill and Hastings. 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.

# 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 remains 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 occupancy agreements

## With the guidance from the extended teams in the area, assess and monitor the risks presented by residents to ensure they can keep themselves safe and, where possible, continue their development

## Promptly 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 into their home and provide informal and responsive guidance
2. Proactively promote the services on offer and to use opportunities that arise to engage to ensure residents are encouraged to engage with those services

### Administration and housekeeping

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

## Inputting data, assessments, reviews, interviews, case notes, documents 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 internal housing management system

## Maintaining resident noticeboards, including creating posters and memos to ensure health & safety and safeguarding matters are brought to the attention of residents

## Ensuring that communal and welcome areas are clean, tidy and free from any health & safety risks

## Setting up breakfast club (where relevant)

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

* Answering the door entry system, allowing access to permitted persons and visitors to the service only
* Completing timely building and perimeter checks to ensure the safety of the buildings and residents

## Occasional cleaning of empty rooms when requested

## Reviewing CCTV and copying footage when requested, in accordance with policies and GDPR

### 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 or mandatory professional development

# Access and use the monthly Reflective Practice Supervision sessions 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 Supported Housing Manager

20. Attend local staff meetings no less than four times per year

# Person Specification

## Knowledge and experience

* Experience of working proactively with a caseload of young people and/or adults with multiple and complex needs to enable them to achieve independent living
* Knowledge of statutory and voluntary resources available to young people or adults with multiple and complex needs
* Knowledge of the principles of psychologically informed environments, trauma informed care and strengths-based support
* Demonstrated confidence and competence in recording notes/actions in service log, incident forms and health and safety check lists
* Knowledge of good safeguarding procedures in relation to young people and/or or vulnerable adults, and the ability to maintain effective professional boundaries
* Understanding of, and commitment to, equality, diversity and inclusion

## Skills and abilities

* Ability to communicate clearly both verbally and in writing for appropriate recording of a resident’s progression, and to evidence outcomes achieved
* Ability to build and maintain strong relationships with all stakeholders, including signposting and advocating for clients as necessary
* IT skills, including proficiency in MS Office 365 package and client data management systems (training on YMCA DLG systems provided)
* Ability to work autonomously, 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 CPD training/experience relating to housing, support work, and/or working with young people or adults at risk
* Evidence of CPD relating to housing, support work and/or working with young people or vulnerable adults
* **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: