

## Job Description - Housing Night Staff Worker

<b>Reporting to</b>	Housing Night Staff Manager
<b>Service Area</b>	Housing
<b>Location</b>	Hillbrook House
<b>Hours of work</b>	Bank Staff
<b>Holidays</b>	Bank Staff
<b>Probation Period</b>	Bank Staff
<b>Contract Type</b>	Bank Staff
<b>Grade and Salary</b>	£14.50 per hour

### About us

YMCA East Surrey is a vibrant charity that has been actively supporting the local community since 1870. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be by providing services that focus on those who are vulnerable, have a disability or face disadvantage.

### Department introduction

The Housing team at YMCA East Surrey consists of Hillbrook House in Redhill which offers safe, supported and affordable housing to 44 young people, four semi – independent move on properties offering accommodation for a further 31 young people and Next Step which is a Private Rented Sector Housing Scheme working closely with Reigate and Banstead Borough Council and Tandridge District Council for those with a housing need.

### Job Purpose

Provide overnight support, safety monitoring, and responsive support to residents, ensuring a secure and comfortable living environment, responding to emergencies and maintain high standards of service delivery.

### Key Responsibilities

1. To provide trauma informed support to service users, including restorative practices to the supported individuals.
2. To support a culture of collaboration, so that staff work together within the directorate and across the wider association.
3. To ensure a provision of high-quality services to service users in line with the organisational ethos and objectives.
4. To support and contribute to the resourcing of interventions for residents in crisis situations, and/or manage physical risk or behaviour likely to cause incidents, in accordance with the individuals personal developmental support plan, risk management plan and service protocols.
5. To induct new residents into the accommodation, ensuring the terms of the licence agreement is understood and all health and safety issues fully explained.
6. To comply with fire safety and evacuation procedures.
7. To respond to emergency situations that arise in all support YMCA East Surrey supported accommodation properties and understand the on-call process.

8. To ensure the reception area is covered during the working shift and take any incoming calls and communications.

### **General**

1. Represent YMCA with professionalism and compassion and maintaining a positive and inclusive public image.
2. Participate in supervision, appraisal and learning and development, taking responsibility for maintaining the knowledge and skills required for this role.
3. Take responsibility for your own health and safety and that of others, reporting any risk promptly.
4. Conduct reasonable requests by Housing management, the Head of Housing or CEO.

### **Key Working Relationships**

1. Work with external agencies such as local authorities, and internal departments to ensure Housing operations compliance.
2. Represent YMCA East Surrey in multi-agency meetings and case conferences.
3. To safeguard children and adults at risk of harm, in accordance with local and national guidelines and procedures., Undertaking best practice, and conducting our legal and moral duties to respond to related concerns, disclosures, or allegations appropriately.
4. Attend night team meetings, achieve goals, targets, and actions within a trimly manner.

### **Scope of the Role and Limits of Authority**

#### **People Management**

1. Provide overnight support, safety monitoring, and responsive support to residents, ensuring a secure and comfortable living environment, responding to emergencies and maintain ambitious standards of service delivery.
2. To be confident in your own person management, including lone-working and to adhere to the lone-working policy.
3. To devise, review and update developmental support plans, record events and observations and keep appropriate records as require in the service.

#### **Delegated Responsibilities and Authority Limits**

1. Responsibility of resident behaviour management during night hours to aid eviction reductions by using trauma informed measures, using code of conducts and restorative practise measures.
2. To recording and achieving objectives, support hours, targets, and compliance and to development in any underperforming areas.

#### **Specialist Resources**

1. Ensure accurate record-keeping across multiple IT platforms.
2. Keep up-to-date and understand new polices, social and supported housing laws and regulations ensuring compliance for YMCA East Surrey.
3. Adhere to the Housing support guide to aid support of service users.
4. Achieve KPI targets to enable the monitoring, evaluation and progress made to help service users to thrive and move onto independent living.
5. To have CIH Housing Level 2 qualification or equivalent to aid support service delivery.

#### **Information and Communication Resources**

1. Ensure you are sharing recording vital information and communication, achieving objectives, support hours, targets, and compliance.
2. Take responsibility for own personal development and learning and participate in on-going training as directed for the maintenance and development of relevant skills required within the job role, including attendance at team meetings and respective supervision meetings.

## Legal Regulatory and compliance responsibility

1. Maintain YMCA East Surrey’s compliance with all housing legislation, regulatory requirements, and quality standards.
2. Ensure compliance with Safeguarding legislation and organisational safeguarding policies and follow guidance from relevant regulatory bodies as required.
3. Ensure compliance with UK GDPR, and organisational data protection policies.
4. Ensure compliance of the YMCA East Surrey Resident Support Guide.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Education and Qualifications</b>	<ul style="list-style-type: none"> <li>• Prepared to undertake the CIH level 2 qualification within 12 months of appointment.</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum CIH Housing Level 2 qualification or equivalent.</li> </ul>
<b>Knowledge and Experience</b>	<ul style="list-style-type: none"> <li>• Strong knowledge of housing legislation and safeguarding practices.</li> <li>• Excellent communication, and organisational skills.</li> <li>• Experience of establishing and maintaining effective working relationships with other agencies and professions</li> <li>• Ability to work independently and manage crisis situations.</li> </ul>	<ul style="list-style-type: none"> <li>• Proven experience within supported housing.</li> <li>• Knowledge and understanding of the welfare benefits system.</li> <li>• Experience within the YMCA movement.</li> <li>• Understand compliance of housing legislation, regulatory requirements, and quality standards.</li> <li>• Experience of giving benefit advice and maximising income.</li> <li>• Experience of demonstrating compliance for external regulatory inspections and/or accreditations.</li> </ul>
<b>Key Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to collaborate with staff and managers and to continuously improve.</li> <li>• Develops positive and respectful working relationships with colleagues and stakeholders and manages sensitive situations with professionalism and empathy.</li> <li>• Communicates information clearly and appropriately for different audiences, using accessible formats and adapting approach based on feedback.</li> <li>• Plans and prioritises tasks effectively to meet agreed deadlines, seeking support or adjustments where needed.</li> <li>• Collaborates effectively within a diverse team, values different perspectives and contributes to a</li> </ul>	<ul style="list-style-type: none"> <li>• Able to respects the Christian Ethos of the YMCA and uphold its values.</li> <li>• Good working knowledge of data protection and information security.</li> <li>• Excellent spoken and written communication skills with an elevated level of diligence.</li> <li>• Demonstrate an elevated level of professional credibility, integrity, and emotional resilience.</li> <li>• Excellent organisational skills with the ability to keep things simple.</li> <li>• Safeguarding knowledge and experience.</li> </ul>

	<p>positive and inclusive working environment.</p> <ul style="list-style-type: none"> <li>• Navigating charity policies and compliance requirements.</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Commitment to equality, diversity, and inclusion in all aspects of work and understanding of how it applies to own role.</li> <li>• Understanding and commitment to equality, diversity and inclusion for staff, services users, and stakeholders.</li> </ul>	<ul style="list-style-type: none"> <li>• Values collaboration and respect for different perspectives.</li> <li>• Open to learning and continuous development.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Flexibility to occasionally work outside standard hours, including evenings, weekends and/or bank holidays with advance notice and support provided.</li> <li>• A strong command of Microsoft Office including Word, Excel, and PowerPoint, SharePoint</li> <li>• Ability to travel to various locations as required for the role. The organisation will consider reasonable adjustments and alternative arrangements to support this requirement.</li> <li>• Subject to a satisfactory Enhanced with Children's barred list DBS disclosure.</li> </ul>	

**Employee Declaration**

I confirm that I have read, understood, and agree to the expectations outlined in this job description.

Name:

Date:

Signed: