Job Profile Mobile Night Support Worker

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| Reporting to | Deputy Project Manager or Senior Project Worker | Job Level: |
| Service Area | Housing and Community Services | * Entry level/Ancillary * Service Delivery * First Line Manager/Qualified Practitioner/ Specialist * Manager/Clinical Supervisor/Senior Specialist * Senior Operational Management * Strategic Leadership |
| Location | Crawley, West Sussex | |
| Contract | Permanent, 37.5 hours per week | |

Where you fit

# Job Purpose

To assist in the provision of supported housing services which support young people to articulate and achieve their aspirations and ambitions and to acquire the skills they need to live independent and fulfilling lives, and keep projects safe, secure, quiet and welcoming throughout the night. Working within the local area, you will carry out regular and routine checks of unstaffed supported housing projects 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.

# Organisational Purpose

YMCA DLG stands together with children and young people who are at risk; keeping them safe, supporting their emotional wellbeing, and enabling them to belong, contribute and thrive in their local community. We work to prevent youth homelessness across Sussex and Surrey and provide a home to 763 young people every night. We reach a further 10,000 young people and their families through our other key services, such as counselling, support and advice, mediation, and youth work, so that all young people can belong, contribute and thrive. The aim of our accommodation model is to equip young people with the skills and support needed to move on to independent living. Our staff work in a person-centred way, using a strengths-based, trauma informed approach. 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 of we welcome all, we inspire, we support, and we speak out guide us in all our actions.

# Project

## Crawley Foyer provides housing to over 80 young people in a range of properties across Crawley. The Foyer main building has a range of facilities that residents and partner agencies can utilise. They support young people in housing crisis and inspire them to make positive changes to their lives by helping them with housing and employment opportunities.

# 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

# Employee Declaration

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

Name: Date: Signed: