

ROLE PROFILE

JOB TITLE	Rough Sleeping Waking Night Support Worker 42 hours per week, 4 on / 4 off rota
SERVICE PROVISION	Rough Sleeping Support Service
SCALE POINT	Scale Range 20 (£25,947, £13.45ph) +unsocial premium
CONTRACT TYPE	Permanent
LINE MANAGER	Senior Night Worker /Team Leader
DATE OF ISSUE	March 2026

Service Description:

The role will provide support as part of an integrated support service for people rough sleeping. The purpose of the service is to provide safe, sustainable accommodation for people that are rough sleeping, and work with them to facilitate a move-on to suitable, sustainable and settled housing. The RSSS will comprise:

The Registry

High support accommodation with 24/7 support. This project will be staffed over the following shifts Day: 08.00 – 16.00 or 08.00 – 20.00 and Waking Night 20.00 – 08.00.

Kingsway House

Medium support accommodation with 24/7 support. This project will be staffed over the following shifts Day: 08.00 – 16.00 or 08.00 – 20.00 and Waking Night 20.00 – 08.00.

Specific Duties:

Service Users
1. Read risk assessments received from PCC and other agencies involved, to ensure that appropriate risk is managed and safeguarding processes are implemented. 2. Work in partnership with colleagues and other agencies, both statutory and voluntary to provide effect support and achieve the best outcome for service users. 3. Work closely with PCC Housing Needs and Advice Support Team (HNAS) and PCC Housing Management to ensure that current accommodation provisions are optimal for the clients 4. Support and encourage service users to engage with PCC Housing Needs and Support Team (HNAS) to help them achieve housing outcomes. 5. Work intensively and consistently with service users, supporting them to identify and overcome barriers to change and improve their quality of life 6. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.

Finance and Administration

1. Adhere to the Handling Client Monies Policy when a client receives individual support with managing their own money.
2. Ensure all relevant service user information is uploaded to the appropriate IT system and is regularly updated.
3. Maintain service user files and records to the standard required.

Health and Safety

1. Participate in ensuring that the hygiene and cleanliness of communal areas are maintained to the appropriate standards.
2. Participate as required in all regular health, safety and fire checks and procedures.
3. Ensure that all accidents and incidents are reported following the correct procedures.
4. Ensure that all safeguarding concerns relating to service users are reported following the correct procedures.
5. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you.

Additional Requirements:

1. Attend all staff meetings, supervision and reflective practice and other meetings as required.
2. Participate in setting, monitoring and achieving annual organisational and team targets.
3. Attend all training courses as agreed with your Line Manager.
4. Adhere to all of SSJ's Policies and Procedures.
5. Willingness to work flexibly in order to meet the needs of the service.
6. Pro-actively pursue good relationships with neighbours and local community
7. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:

Understanding of homelessness, mental ill health and drug and alcohol use and how these are inter-connected and impact on people's lives

Understanding of PIE and trauma-informed models and how these apply to this client group

Ability to work creatively to meet the needs of service users in what might be challenging or restricted working environments

Self-awareness and capacity to prioritise self-care in a challenging working environment and role

Ability to liaise with and work alongside colleagues from partner agencies to meet the needs of service users within complex and sometimes challenging structures

Experience of working with diverse client groups with complex circumstances to secure improvements in their housing, healthcare or employment

Knowledge of harm minimisation/ treatment options which are available for clients who use substances, experience mental ill health, and are experiencing homelessness

Experience of delivering structured interventions, or desire to learn and access appropriate coaching, training and development opportunities

Knowledge of other local organisations providing support and interventions to people with complex needs

Knowledge and understanding of health and safety issues relating to working in a support environment

Knowledge of safeguarding and protection procedures and protocols for vulnerable adults

Knowledge of the welfare benefits system

Understanding of lone working procedures and staying safe at work

Understanding of confidentiality and data protection

Understanding of Equality and Diversity, in relation to both employment of staff and access to services by clients

Understanding of risk assessments and risk management and how to work with behaviour that is challenging

Literacy skills sufficient to write effective and succinct case notes

Excellent interpersonal skills with the ability to initiate and maintain constructive and appropriate relationships with clients and agencies from across the public services sector (both statutory and voluntary)

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Core Competencies - All staff are required to:

- Be open and approachable
- Be honest and fair
- Be willing to listen to and share ideas
- Be a team player
- Be able to use own initiative to make decisions and be accountable for them
- Find constructive ways to deal with conflict
- Be able to build trusting relationships with colleagues, service users and other stakeholders
- Be aware of own behaviour, maintain professional boundaries at all times and demonstrate self-awareness at all levels.
- Consistently demonstrate a commitment to the values and ethos of the organisation
- Be able to use IT systems and email effectively.
- Be able to communicate effectively in all ways with other people