

Job Description

Night Support Worker (Supported Housing for Women)

About The Connection

When you work for The Connection, you are part of a life-changing team. We help people sleeping rough in the heart of London. It can be a long journey off the streets, and it is not an easy path. We get to know every individual, so our approach can tailor to what they need. We do not do one size fits all, and we do not give up when things get tough.

Working here means being open-minded, resilient, and pragmatic. It means being willing to go the extra mile and stick with people through thick and thin. It means being part of a team who cares about the individuals we support, and who are creative about finding better ways to help them.

Together with our donors, volunteers, and partners, we are a supportive and vibrant community who are determined to make a real difference. We believe that no one should have to sleep rough on London’s streets and that everyone should get the support they need to find a place to call home.

About the Role

The post is open to female applicants only as the role is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010.

This is a waking night support role, undertaking 12 hour shifts alongside concierge, 8pm to 8am every Friday, Saturday and Sunday night. Please be aware that the building has several floors and no lifts.

Located at a 24-hour supported housing service in Clapham, we provide high quality self-contained accommodation for 15 women who have experienced homelessness and multiple disadvantages. The aim of the service is to provide a therapeutic environment in which women feel safe and can flourish, enabling them to move on into independent, permanent accommodation. The accommodation also includes overnight safe spaces.

You will be responsible for providing support to all the residents as needed during the evening and night, including running co-designed activities, and responding appropriately to requests and incidents. The successful applicant must be able to model person-led, psychological, gender, and culturally informed support, be skilled at building trust and be a great team player. You must be confident working as the sole support worker on site and have good judgement in managing incidents.

Responsible to:	Service Manager / Team Leader
Liaison with:	Drug and alcohol Services, health services, voluntary organisations, outreach services.
Job Purpose:	<ul style="list-style-type: none"> • Be the Duty Lead for night shifts, ensuring that all routine and diarised tasks are assigned and completed. • Provide support to women living in the project, responding proactively to needs as well as following direction from their key workers.

	<ul style="list-style-type: none"> Organise and deliver co-designed activities and encourage residents' participation. Contribute positively to the team and to the delivery of a psychologically informed environment.
Salary	Scale Points 7-17: £28,377-£32,853 for 35 hours per week (starting at the bottom of the scale). Pay will be £26,755 pro rata for 33 hours per week.
Contract:	Permanent position, 33 hours per week (3 x 12-hour shifts 8pm to 8am, including a 1-hour unpaid break per shift), Friday, Saturday, and Sunday nights.

Responsibilities

1 Deliver Support

- Be the Duty Lead for night shifts, ensuring that all routine and diarised tasks are assigned and completed.
- Be welcoming and available to residents throughout each shift.
- Provide direct support to women living in the project, responding proactively to needs as well as following direction from their key workers. This could include helping them to complete forms, making a cup of tea, and having a chat with residents, giving wake-up calls in the morning so that residents can get ready to attend any appointments that day.
- Organise and deliver a range of co-designed activities in the evenings, such as a movie night, a creative evening or arrange to cook together.
- Contribute to support planning, risk assessments, risk management and safety planning.
- Manage incidents safely, and escalate and report as appropriate.
- Work as a team to support the preparation of residents transitioning into long term accommodation.
- Support the coordination and welcoming of women who are allocated to overnight safe spaces within the service.

2 Maintain high quality supported housing for women

- Contribute to maintaining a clean, safe, and welcoming environment.
- Support residents to be proud of and take care of their living space.
- Follow processes to report and monitor repairs.
- Help residents to make Housing Benefit and other welfare benefit claims.
- Support residents to pay rent and service charges.
- Act as a fire marshal on shift (as required). Training provided.
- Act as a first aider on shift (as required). Training provided.

3 Record keeping

- Complete handover sheet every shift.
- Give verbal handovers to day support workers at the end of a night shift.
- Record actions and update records on the client information system, Inform.
- Maintain the appointments diary.

4 Contribute towards a highly effective team

- Champion the organisation’s values:
 - Engage positively with team learning, reflection, continuous improvement, supervision, training, and team meetings.
 - Engage and support CSTM charity’s fundraising activities and coproduction opportunities.
- Comply with all operational policies and procedures related to your work.

The above list of job duties is not exclusive or exhaustive and may be subject to change. The post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.

Person Specification

Knowledge
An understanding of the causes of homelessness and the needs of women experiencing homelessness
A good knowledge of community resources for people experiencing homelessness
An understanding of Safeguarding and how it would apply in this service
An understanding of psychological, gender, and culturally informed approaches to support women with interconnecting needs
Experience
At least one year providing support to women who experience homelessness, and experience of providing waking night support would be an advantage
Has worked or lived in a supported housing environment
Has taken the lead in managing incidents related to resident support needs or safety
Organised group activities in a professional or personal capacity
Has worked alongside people using services to create services or projects together (codesign and coproduction)
Skills and Attributes
Able to demonstrate the values-based practice and champion CSTM cultural values, expectations, and behaviour: Being Curious, promoting Psychological Safety, strengthening relational Togetherness, Maintaining, and promoting Motivation
Able to respond compassionately and effectively when responding to women who experience trauma
Confident to work as the sole support worker on site (alongside concierge), and to take the lead in managing incidents
Able to work effectively as part of a multi-disciplinary team
Is an excellent communicator
Is well-organised and able to manage a varied and challenging workload with a degree of autonomy
Good record keeping and IT skills
Ability to exercise initiative and work under pressure
Able to manage personal and sensitive information about individuals in accordance with CSTM’s policies and procedures and observe the duty of confidentiality
Able to ensure compliance of health and safety policies that meet supported housing standards
Ability and willingness to travel to locations across London
Ability and willingness to work a night rota system, covering 8am – 8pm