

ROLE TITLE	Night worker (Complex needs)
DEPARTMENT	Edward Gibbons House Recovery Hub (EGH) Client Services
RESPONSIBLE TO	Team Leader
RESPONSIBLE FOR	Residents at EGH
PROJECT AIMS AND OBJECTIVES	Edward Gibbons House is a recovery hub providing accommodation and support to homeless men with substance dependency needs. Within a Psychologically Informed Environment residents are supported using the Recovery Model to stabilise their substance use, establish networks of support, manage their health and welfare, and move on to either abstinence based service or lower support accommodation.
ROLE PURPOSE	To participate in the delivery of good quality services to hostel residents which meets PRHA service standards, aims and objectives and performance targets
Main areas of responsibility	
<ol style="list-style-type: none"> 1. To work alongside members of the staff team to create a safe and welcoming environment, having responsibility for the well being and safety of residents and security of the premises at night. 2. To build supportive trusting relationships with hostel residents, encouraging them to develop regular sleeping patterns. 3. To providing informal support and monitor welfare, especially those on the vulnerable residents' list. To identify and report risks e.g. signs that residents are not taking medication or changed behaviour to the Senior Wellbeing worker. 4. To deal effectively with any resident issues and emergencies that arise overnight, liaising with colleagues, the on call manager and emergency services where required. 5. To deliver personal care in crisis situations where the service user is at risk. 6. To ensure all visitors leave and the wet lounge is closed at the agreed hour, encouraging residents to go to bed or use the dry lounge. 	

7. To conduct hourly patrol's of the building, carrying out welfare and health and safety and checks (e.g. maintenance & fire extinguishers).
8. To follow Health and Safety policies and procedures and follow risk guidelines, notifying your colleague of whereabouts via walkie-talkie when working alone.
9. To monitor the CCTV in between patrols.
10. To anticipate, respond to and report incidents, antisocial behaviour or matters of concern, alerting the on call manager in serious cases.
11. To undertake cleaning and tidying of the communal areas, and routine office admin tasks assigned by management (eg photocopying)
12. To book in emergency referrals from the Council's out of hours team
13. To share information both verbally and in writing, using the communication book and database to record important information and incidents, whilst mindful of data protection and the confidentiality policy.
14. To work collaboratively as a team member, participating positively in handovers, team meetings, reflective practice sessions, training and away days, contributing to service improvements and consistent high quality service delivery.
15. To ensure residents are safeguarded from abuse and promptly report safeguarding concerns through the line management structure. To check and report on 'missing' tenants in accordance with agreed procedure.
16. To act at all times within Providence Row Housing Association's rules, policies, procedures, standing orders and financial regulations;
17. To practically implement Equal Opportunities in your daily work, ensuring that services users' diversity and cultural needs are respected, and discrimination or harassment is challenged.
18. Maintain the highest standards of personal and professional integrity in line with PRHA's code of conduct.
19. Carry out such other duties as may be reasonably required from time to time.

KNOWLEDGE/SKILLS/EXPERIENCE/PHYSICAL REQUIREMENTS

Competencies

<u>Essential</u>	<ul style="list-style-type: none"> • Understanding and willingness to work with homeless people with drug or alcohol issues and behaviour that can be challenging • Ability and physical capability to undertake security duties • Able to respond to challenging behaviour calmly and safely. • Basic understanding of health and safety including lone working • Willingness and ability to support personal care where the service user is at risk • Understanding of adult abuse and how to report it. • A good listener, able to understand and communicate clearly in
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	<p>English</p> <ul style="list-style-type: none"> • Ability to work collaboratively with others • Basic literacy, able to write brief reports. • Ability both to work within a team and use own initiative • Ability to follow policies and procedures
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<u>Behaviours</u>	<ul style="list-style-type: none"> • Customer focused • Non judgemental • Self motivated • Adaptable and Flexible
EXAMPLE PERFORMANCE MEASURES	
Measure 1	
Measure 2	
Measure 3	