

## Job Description

Job Title: Waking Night Support Worker
Reports to: Project Manager
Key Working Relationships (Internal): Service users, Managers and Deputy Managers/Senior Support Workers, Support Workers, Area Managers, Staff Team.
Key Working Relationships (External): GP, Health and Social Services Agencies
Responsible for: N/A
Direct Reports: N/A
Salary circa: £18,208
Hours of work: 40 hours per week
DBS applicable: Yes

## Job Summary

To work at night as a member of a support team providing service users with an environment where they are encouraged to live as independently as possible, using assertive models of engagement and individually tailored support plans to form the basis for effective interventions.

## Main Duties and Responsibilities

- To provide waking night support, taking responsibility for all aspects of the safety and security of the project whilst on shift.
- To provide an immediate response to customer(s) in the event of a health or other emergency, taking prompt action.
- To work with customer(s), as directed, and on own initiative, supporting them through crisis situations.
- To undertake regular security checks of the building in line with LCH's Health & Safety Policy reporting any observations relating to Health and Safety to senior staff at the earliest opportunity.
- To take part in handovers at the beginning and end of the shift, reporting any observations or incidents to the incoming staff of which they need to be aware.
- To undertake cleaning duties of the office and communal areas of the project as appropriate and as directed by the line manager.
- To attend regular performance management meetings, staff meetings and any other meetings as directed by the Project Manager.

- To take part in training as required and as directed by the project manager or by Human Resources.
- To handle any cash transactions in accordance with laid down procedures
- To ensure safeguarding protocols are followed.
- To implement good practice in Health and Safety
- To promote equality, diversity and inclusion in all aspects of work.
- To carry out all duties and responsibilities in accordance with LCH's Policies & Procedure

## **Person specification**

### **Post**

Waking Night Support Worker

### **Qualifications and experience**

Successful experience of working with vulnerable adults, preferably in a mental health or learning disability setting.

### **Knowledge, skills and abilities**

- Ability to work effectively with people presenting challenging behaviour and to enable customer (s) to work through crisis situations with appropriate support.
- The ability to understand health and safety matters in the workplace and the ability to take responsibility for the safety and security of customer (s) while on duty.
- A practical approach to problem solving and the ability to respond calmly in an emergency or crisis situation with efficiency and professionalism.
- Good written, IT and verbal skills including ability to maintain appropriate reporting and filing systems
- Knowledge and understanding of safeguarding policies and procedures
- Willingness to undertake cleaning duties
- Committed to good personnel practice, including excellent time management skills and a satisfactory attendance record.
- Willingness to attend meetings and training on occasions, outside normal working hours
- Ability to establish and maintain rapport and to relate positively to people from diverse backgrounds / cultures and a commitment to issues of Equality of Opportunity and Managing Diversity.

**Applicants must state clearly on their application form the ways in which their**

**skills and experience meet all the selection criteria in the Person Specification.**

**If you do not adequately address each and every one of these in your application, we will not be able to shortlist you.**

## **Conditions of service and personnel information**

### **Post**

Waking Night Support Worker.

### **Salary**

£18,208 per annum.

### **Eligibility to work**

Under the Asylum and Immigration Act 1999, LCH has a responsibility to ensure that all employees are eligible to work in the UK. Consequently before you can commence work you will be expected to provide evidence of your eligibility to work in the UK. This may be your birth certificate, passport, work permit or other document confirming your right to work in the UK.

### **Annual Leave**

25 days per annum plus Bank Holidays.

### **Interest Free Travel Loan**

After completion of probationary period.

### **Pension**

You will be automatically enrolled in the Cyrenians pension scheme which is administered by NEST. Contributions will be deducted from your salary on the basis of 4% of your basic salary with an employer contribution of 2% but from 1st April 2019 this contribution will rise to a level of 5% and 3% employer contribution. You may, opt out of the NEST pension arrangements within a time period of 28 days from the enrolment date and further details will be made available from NEST and Cyrenians on the opt out process.

### **Hours**

The normal working week is 40 hours per week.

### **Location**

To be agreed at a later date.

### **Probation**

The first 6 months of your employment will serve as a probationary period. During this period your performance and conduct will be monitored. Upon satisfactory completion of your probationary period, your appointment will be confirmed.

### **Expenses**

Staff will be reimbursed with amounts incurred in the performance of their duties, within agreed budget and sanctioned by their line manager.

### **Contract of Employment**

Issued on appointment to post.

### **Handbook**

Issued during induction, containing full information of Terms and Conditions of Employment and Policies and Procedures of Cyrenians.

### **Screening**

This post is subject to satisfactory references, pre appointment Health Assessment and an enhanced Disclosure and Barring Service (DBS) check.