

ROLE PROFILE

Role Title:	Night Support Worker
Department:	Retirement Living & Care
Role Purpose:	<p>Shoemaker Court provides temporary accommodation for families in housing need.</p> <p>In your role as Night Support Worker you will be a visible presence at the scheme that will ensure the health, safety and wellbeing of all our customers, visitors and contractors.</p> <p>You will form part of a friendly, motivated team, working closely with Housing Officers and Support Workers to address and resolve any issues that are identified.</p>
Reporting to:	Team Leader
Responsible for:	None
Disclosure level:	Enhanced
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>

Key Role Responsibilities	<p>We are looking for an enthusiastic, flexible individual who is able to work on their own initiative.</p> <p>You will be able to communicate with people from diverse backgrounds and have the unique ability to diffuse any given situation.</p> <p>Ensure that you adhere to all the relevant Midland Heart policies & procedures.</p> <p>To undertake some day to day administration as per line manager's instructions - to include but not exclusively - customer contact sheets, Health and Safety records and financial handovers.</p> <p>Maintain a visible presence in and around the scheme, carry out regular patrols, monitor visitors and follow local scheme processes to ensure the health, safety and well being of staff, customers & visitors.</p> <p>Monitor and review CCTV.</p> <p>To provide a first point of contact for all customer enquiries.</p> <p>Deal with anti-social behaviour promptly following Midland hearts policies and procedures in order to prevent disruption to customers, visitors and neighbours.</p> <p>Liaise with the police and other agencies to ensure the safety of customers and prevent damage to the fabric of the building.</p>
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<p>Key Role Responsibilities</p>	<p>Report any breaches of the licence agreement to the appropriate Support Worker and/or housing officer at handover.</p> <p>To provide clear, concise written reports of any incidents at the scheme.</p> <p>To complete health & safety tasks i.e. first aid boxes, hot water testing, emergency lighting testing, all to be recorded as instructed by your line manager.</p> <p>Undertake domestic duties as required to ensure scheme operates within KPI targets for voids and flat allocation.</p> <p>Ensure that scheme repairs are reported and recorded as per local scheme processes.</p> <p>Call out of hours emergency contacts to deal with emergency repairs to maintain the security & safety of the building.</p> <p>Carry out minor repairs e.g. changing light bulbs on corridors, furniture assembly etc.</p> <p>Ensure compliance with all Midland Hearts Financial Policies and Procedures.</p> <p>To complete cash reconciliations at shift handover in line with our policy & procedure.</p> <p>To collect rent payments from customers, ensuring the use of the correct processes of receipting, recording on customer's personal payment plan and the Northgate posting sheet.</p> <p>Responsibility to ensure any concerns are reported which may include using the whistle-blowing or safeguarding policy and procedures where appropriate.</p> <p>Attend and contribute to all staff meetings held within the service.</p> <p>Attend and contribute to regular supervisions with your line manager.</p> <p>Develop and maintain professional relationships with customers, ensuring boundaries are kept.</p> <p>To participate and facilitate customer events held within the scheme as directed by the Customer Involvement lead.</p> <p>Develop professional relationships with all external agencies.</p> <p>To be responsible for the health, safety and welfare of yourself, all staff customers, visitors, contractors and any others at work.</p> <p>To ensure the safety of vulnerable adults and children in line with Midland Heart's Policies & Procedures.</p> <p>To ensure the confidentiality is maintained and data protection followed as per Midland Heart Policies & Procedures.</p>
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	<p>Promote and uphold Midland Hearts policy on equal opportunities.</p> <p>Adhere to Midland Hearts Policy & Procedure on sickness absence.</p> <p>Adhere to Midland Hearts Code of Conduct.</p> <p>To utilise the Manager on call rota in the event of serious event at the scheme or additional support needed.</p> <p>To comply with rota changes from time to time as directed by your line manager.</p> <p>To contribute to the continuous improvement of the service.</p> <p>To undertake other duties commensurate with the grading of the post as may be required from time to time.</p> <p>To comply with reasonable management requests.</p>
Education, Qualifications and Training	<p>Maths and English GCSE or Equivalent.</p>
Knowledge and Experience	<p>Relevant experience of working with vulnerable people.</p> <p>Relevant training in relation to the role.</p> <p>A good awareness of Health & Safety.</p> <p>An understanding of confidentiality and data protection.</p> <p>An insight into managing challenging situations, including customers who exhibit anti-social behaviour.</p>
Role Specific Skills & Behaviours	<p>Capacity to understand and maintain professional relationships with customers and follow relevant guidelines.</p> <p>Is able to work on own initiative and work as part of a team.</p> <p>An ability to be flexible and responsive to the changing needs of the service.</p> <p>Able to deal with people in an assertive, fair and consistent manner.</p> <p>Understanding of and commitment to the principles of equality and diversity.</p> <p>Excellent written and verbal communication skills.</p> <p>Have good numeracy skills.</p> <p>Have good IT and keyboard skills and the ability to use databases.</p>