**ROLE PROFILE**

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| **Role Title:** | Night Support Worker |
| **Department:** | Operations – Supported Living |
| **Role Purpose:** | Shoemaker Court provides temporary accommodation for families in housing need. In your role as Night Support Worker you will be a visible presence at the scheme to ensure the health, safety and wellbeing of all our customers, visitors and contractors. You will form part of a friendly, motivated team, working closely with the Housing Officer and Support Worker to address and resolve any issues identified. |
| **Reporting to:** | Team Leader |
| **Responsible for:** | None |
| **Disclosure level:** | Enhanced DBS disclosure |
| **Role Level:** | [Frontline Worker](BSF%20Profiles/Frontline%20Worker%20v2.pdf.pdf.pdf) |

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| **Key Role Responsibilities** | 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.  Undertake all administration duties as directed by management, to include but not exhaustively, customer contact logs, health and safety records, incident reports and financial handovers.  Ensure that scheme repairs are reported and recorded as per local scheme processes. Call out of hours emergency contacts to deal with emergency repairs to maintain the security & safety of the building.  Deal with anti-social behaviour promptly following Midland hearts policies and procedures in order to prevent disruption to customers, visitors and neighbours. Where necessary liaise with the police and other agencies to ensure the safety of customers and prevent damage to the fabric of the building.  Report all issues or concerns relating to the personal security of customers and/or staff to the appropriate Support Worker. Where appropriate utilise the Manager On call procedure.  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.  Undertake domestic duties as required to ensure that the scheme operates within the KPI targets for voids and is maintained to an acceptable standard.  Ensure compliance with all Midland Hearts Financial Policies and Procedures. On occasions you will be required to collect rent payments ensuring the correct processes of receipting are followed. Cash reconciliations will be completed at shift handover in line with policy & procedure.  Attend staff meetings, supervisions, appraisals and training to fulfil the requirements of your role.  Develop and maintain professional relationships with customers, ensuring all relationships operate in line with Midland heart policy and procedures.  Promote customer involvement at the scheme which will include organising and/or facilitating customer events or meetings as directed by the Customer Involvement lead.  Ensure that you have an understanding of and adhere to all Midland Hearts’ policies & procedures. This includes but not exhaustively: Code of Conduct, Safeguarding, Data protection, Equal opportunities, Lone Working and Health & Safety.  You will be expected to comply with rota changes or complete other duties commensurate with the grading of the post. |

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| **Education, Qualifications and Training** | Maths & English GCSE or equivalent. |
| **Knowledge and Experience** | Experience of working with vulnerable people and /or in a housing setting. Similar experience in other settings will also be considered.  Knowledge of Health and Safety, Data protection and Safeguarding. |
| **Role Specific Skills & Behaviours** | Written communication, Numeracy and IT skills are essential to the role.  We are looking for an enthusiastic, flexible individual who is able to work on their own initiative. They must be able to communicate with people from diverse backgrounds and have the unique ability to diffuse any given situation. |