

Senior Support Worker (Night Service) - Young People's Service

Department: Care and Support

Reports to: Support Coordinator or Supported Housing Manager

Direct Reports: none

Main purpose of the Job

- Carry out night patrol duties within the Hackney Young Peoples Service.
- Maximise the safety and security of young people and the schemes during the night.
- Provide support to the young people during the shift.
- Ensuring a seamless service between day shift team and night team.
- Work flexibly, respect privacy, wellbeing and dignity.

Operational Responsibilities

- Provide the night shift on a rota basis, contributing to and working as part of the team.
- Following the rota, either:
 - Be based at one scheme for the shift, and respond to emergencies at other Outward YP schemes, which may necessitate visiting; or
 - Carry out patrols through the night at regular intervals, driving to every young people's scheme during each patrol and entering each building to check both residents and the building are safe.
- Follow the night shift protocols and shift plan.
- Participate in handovers with the day staff at the start and end of each shift.
- Maximise health, safety and security of the service and ensure compliance with Health & Safety policies and processes, taking personal responsibility and reasonable care for the health and safety of yourself, other staff members, residents and visitors.
- Complete building checks at the beginning, during and end of each shift and record on the handover notes any concerns and tasks to be actioned. If emergency repairs arise during your shift, report to the landlord's repairs service and give access to contractors.
- During every shift, keep communal areas tidy and free from clutter / litter; clean all communal areas once a week.
- Respond appropriately to risk, investigating alarm activations or other alerts, and taking appropriate action such as contacting emergency services when required.
- Report on safeguarding and accidents and incidents promptly, completing the required Outward documentation.
- Be aware of and know how to implement the following protocols / policies:
 - House Rules, including visitors' protocols
 - Each young person's emergency protocols as recorded on iplanit
 - Anti-social Behaviour
 - Drugs Misuse Policy and Procedure
 - Child Protection / Safeguarding adults

Putting Young People We Support First

- Work in partnership with all the young people we support, with an excellent level of customer care and a professional approach.
- Treat young people with dignity and respect, putting their needs at the forefront of all decision making.
- Be familiar and work in accordance with needs highlighted in young people's risk assessments and support plans.
- Be available for young people who might seek support during the night.

Financial and Contractual Responsibility

- Ensure services are delivered to meet all statutory, regulatory, legal and contractual obligations and carry out duties to a high professional standard.
- Provide the contractual hours of service during your shifts, arriving and leaving in accordance to the rota.

Additional Responsibilities

- Working hours will be evenings through to early mornings, including weekends and bank holidays.
- You may be expected to carry out your shift in any of the YPS schemes if so required by the service manager.
- Assist with investigations when needed.
- Participate fully in staff meetings, 121s, appraisals, training and other team and corporate activities.
- Work flexibly to meet the evolving demands of the service including providing cover for absent colleagues, and be administratively self-serving.
- Ensure you are able to use all software applications provided in the course of your duties.
- Assist in the induction and training of new or cover staff when necessary.
- Ensure records are kept of each interactions with residents, in accordance with requirements in Outward's data protection policy.
- Ensure written and verbal communication with young people, colleagues, internal departments and external agencies is professional and non-judgemental.
- Keep up to date with best practice and contribute to the continuous improvement of the service.
- Work positively and cooperatively as part of the Young People's team and other Outward departments.
- Familiarise yourself with and adhere to the organisation's policy and procedural framework, including the Code of Conduct, professional boundaries, confidentiality and Equality & Diversity.
- Take responsibility for your own health & safety at work, participating in annual display screen equipment and lone working risk assessments.
- This job description is not an exhaustive list. Undertake any other duties commensurate with the general level of responsibility of the post as required by the Supported Housing Manager or a member of the Senior Management Team.

Person Specification

Senior Support Worker (Night Service) – Young People’s Service

Essential	Desirable	Application / Interview / Test
Education and qualifications		
Maths and English GCSE (or equivalent) Grade C or above		A
To have, or be committed to undertaking, a minimum of L2 or 3 accredited course in health and social care, youth work or a related subject		A
Practical Requirements		
Valid UK driving licence and use of own vehicle for work purposes (with appropriate level of insurance to use car for work purposes). Be available to work night shifts		A/I
Experience and knowledge		
Experience of working with young people		A
Good knowledge of and understanding of risk / safeguarding, particularly in relation to young people		A/I/T
Good knowledge and understanding of health and safety issues within a supported housing setting		A/I/T
Understanding the importance of confidentiality and data protection, including GDPR		A
	Experience of working within housing related support framework	A/I
Skills		
Ability to listen actively and empathetically to young people, in order to build trusting relationships to support their emotional needs	Ability to support a young person to utilise their safety plan to manage their response to crises	I
Ability to work flexibly and with integrity. Take accountability, demonstrate passion and positivity	Ability to manage own response to trauma responses of young people and be resilient to take sufficient care of self to avoid burnout	I
Ability to prioritise work in an environment which may have conflicting pressures and demands good organisational skills	Ability to maintain own self-reflective practice, learning lessons from incidents and putting improvements into practice	T/I
Work on own initiative without direct supervision		T/I
Ability to manage the health and safety of the working environment to ensure the wellbeing of young people, colleagues and yourself		A/T
Ability to write clearly and concisely and have good numeracy.		A/T
Competent in using a range of IT packages and communication / social media apps (including MS Word, Excel, Outlook, WhatsApp, communication systems, support & housing management systems)		A/T
Customer Service and Quality Focus		
A commitment to working in an anti-discriminatory way and a positive view of vulnerable people		A/I
Seeks for self and others to attain the highest standards		A/I

Personal Attributes		
To be an ambassador for Outward		I
Ability to motivate self and others with a positive attitude		A/I
Ability to demonstrate best practice and excellent support to your peers		I
To be able to work consistently and collaboratively to agreed goals and to be able to take instruction		A/I/T
Our values		
Engaging <i>We listen to what people say, we involve people, we are honest and open</i>	We act responsibly We appreciate and respect individuals We are welcoming and inclusive	
Enabling <i>We facilitate, we assist and we support to make things happen</i>	We are committed, passionate and hard working We support to people make informed choices We build upon excellence	
Empowering <i>We inspire and we encourage, supporting people to take control</i>	We are flexible and creative We learn, question, challenge and reflect	
Safeguarding statement		
Outward is committed to safeguarding and promoting the welfare of young people and adults at risk and expects all staff to share this commitment. If the post you apply for involves working with or having access to young people or adults at risk and / or their records, we will require an Enhanced Disclosure from the Disclosure and Barring Services for successful candidates. This must be renewed annually in the Young Peoples' Service.		