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|  | JOB DESCRIPTION | Form**JD1** |
| JOB TITLE: Night Support Worker | **POST NUMBER:** |
| **REPORTS TO (**Job Title)**:** | Deputy Manager |
| DEPARTMENT:Adult Social Care – Mental Health |  **GRADE:** 5 |
| **JE REF:**  | 4117 | **PANEL DATE:** | 18/06/2019 |
| **1.** | **MAIN PURPOSE OF JOB**To support the provision of recovery focused supported housing for adults with mental health problems resident at 22 The Avenue by ensuring a safe environment overnight. |
| **2.** | **CORE RESPONSIBILITIES, TASKS & DUTIES:** |
|  | i. | Monitoring building security overnight |
|  | ii. | Acting as a point of contact for customers overnight, including customers living at 38 Evelyn Crescent, if necessary reminding them of identified coping strategies and pathways to support. |
|  | iii. |  Maintain written and electronic records and participate in the administrative running of the service including undertaking routine administrative tasks such as photocopying, filing etc. |
|  | iv. | From an established escalation protocol ensure that any change in customers presentation is communicated appropriately and in a timely fashion |
|  | v. | To work flexibly within the service to provide a safe and secure environment for both customers and staff at all times.  |
|  | vi | Carry out general housekeeping duties as appropriate. |
|  | vii. | To complete training to maintain personal development and meet statutory requirements within the unit.  |
|  | viii | To provide emotional and practical support on personal issues to customers overnight as and where necessary. |
|  | iv  | Must be able to lone work and be aware of associated health and safety issues and participate in relevant risk assessments to minimise/prevent potential risks. |
|  | v | To undertake some domestic tasks as and when required. |
|  | vi | To participate in the centre’s user involvement methods ensuring user involvement in the running of the service. To participate in quality assurance systems to ensure high quality service provision |
|  | vii | To contribute to the preparation of relevant records and reports; and participate in the assessment of customers accessing the service under the guidance of other key staff. |
| **3.** | **SUPERVISION / MANAGEMENT OF PEOPLE**No. reporting - Direct: None Indirect: None |
| **4.** | **CREATIVITY & INNOVATION**The post holder will work within an established range of policies, procedures and agreed protocols in order to meet the needs of customers accessing the service. |
| **5.** | **CONTACTS & RELATIONSHIPS**Daily contact with:* Colleagues – following communication with day staff, ensure overnight running of service is efficient and effective.
* As part of routine handover at the end of each shift staff coming on duty as to any issues relating to the support of customers
* Security personnel – site visits will occur 3 times per shift, in between these visits an hourly automated lone worker check will be carried out. Security personnel are available on call overnight.

**Infrequent contact with:*** Customers living in the assessment unit – if a customer became distressed/ unwell during night time hours the post holder would provide support to enable that customer to follow their ‘pathway to support’ plan. This plan will have been developed and agreed with the customer and their placement facilitator and will include information on coping strategies to be utilised and potential other sources of support. Security staff can be called to provide additional support if necessary.
* Customers using NHCAS (crisis) bed or short break bed – post holder will provide support as detailed above. Risk will have been assessed on admission and risk management strategies identified.
* Telephone contact from customers living in step down accommodation linked to the assessment service in order to provide similar support to those in the assessment unit. These customers will be further along their recovery journey so this is likely to be an extremely infrequent occurrence.
* Emergency services i.e. Fire Service if alarms are activated during the night.
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| **6.** | **DECISIONS – discretion & consequences****Discretion:**The post holder will:* Work within clearly defined guidelines with support/supervision being available at the end of each shift.
* Make decisions on issues from an established range of alternatives i.e. supporting customers to follow their pathway to support plans
* Will be supported by off-site security personnel if additional support if required.

**Consequences:*** Failure to carry out these tasks may have a direct or an indirect impact on the safety and wellbeing of staff and customers accessing the service and lead to deterioration in customers’ mental health.
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| **7.** | **RESOURCES – financial & equipment***(Not budget, and not including desktop equipment.)* Description ValueMobile phone to be carried at all times £200Two way radio £50 |
| **8.** | **WORK ENVIRONMENT – work demands, physical demands, working conditions & work context****Work demands*** Works to an established nightly routine
* Must be able to independently carry out tasks from an established range of alternatives

**Physical demands*** On average once per week moving and handling in accordance with manual handling procedures
* On several occasions per period of duty moving around the building to ensure health and safety standards are maintained.

**Work conditions*** Working in a controlled environment (work is guided by local and national policies, procedures and recommendations)

**Work context*** Minimal risk when working in office environment
* Although unlikely, low level risk of exposure to verbal and physical aggression from service users with unstable mental health. Risk assessments will be carried out before admitting any customers to ensure that risk is manageable within this environment.
* Support available at all times from off-site security personnel.
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| **9.** | **KNOWLEDGE & SKILLS*** Basic understanding of mental illness and its effects on individuals and the difficulties they may experience as a result.
* Good communication skills with both customers and colleagues/other professionals.
* Ability to give and accept constructive feedback on performance.
* Must be able to write clearly and in concise language which is understandable to the reader.
* Basic IT skills e.g. email, Word.
* Must be numerate
* Able to work as an effective member of a team.
* Flexibility of working style to meet the differing needs of customers using the services based in the unit
* From an established protocol must be able to respond appropriately and safely to identified risks, accessing support from security personnel and other services as necessary.

**Ability to converse and provide advice and guidance to members of the public, in spoken English, to Common European Framework of Reference for Languages (CEFR) - level B1** - Threshold or intermediate - Can exploit a wide range of simple language flexibly to express much of what he/she wants **or** Can keep going comprehensibly, even though pausing for grammatical and lexical planning and repair is very evident, especially in longer stretches of free production.*This post requires the post holder to undertake an enhanced – adult workforce (with barred list check) criminal record check via the Disclosure and Barring Service.* |
| **10.** | **Position of Job in Organisation Structure**Job reports to:Deputy ManagerNight Support WorkerOther jobs at this level: noneJobs reporting up to this one: None |