

## **ROLE PROFILE**

<b>Role Title:</b>	Night Support Worker
<b>Department:</b>	Birmingham Inclusion Services
<b>Role Purpose:</b>	<p>To provide a waking night support service which contributes to the provision of high quality housing related support services for all customers.</p> <p>To contribute to the delivery of housing management services.</p> <p>To maintain and protect the safety and security of customers and the premises.</p> <p>Lone working is required.</p>
<b>Reporting to:</b>	Team Leader
<b>Responsible for:</b>	None
<b>Disclosure level:</b>	Enhanced plus Barring Lists
<b>Role Level:</b>	<u>Frontline Worker</u>

<b>Key Role Responsibilities</b>	<p>To contribute to the delivery of agreed support plan activity and update contact notes and support plan records.</p> <p>To provide support in line with the service specification, service contracts and individual support plans.</p> <p>To help to ensure that customers are aware of their rights, and understand responsibilities.</p> <p>To provide advice and support to customers in order to resolve disputes.</p> <p>To provide low level emotional support as required by customers.</p> <p>To assist in the establishment of security routines, including fire safety procedures.</p> <p>To effectively respond to incidents and report these in line with procedural requirements.</p> <p>To support customers to be involved in delivery and review of the service.</p> <p>To ensure the safety of vulnerable adults and children, where appropriate, in line with procedural requirements.</p> <p>To provide a high standard of cleaning of communal areas</p> <p>Contribute to regular checks on fire equipment, signage and emergency lighting.</p> <p>Reception duties i.e. issuing of keys to customers, answering telephone and maintaining an accurate and up to date logbook.</p> <p>Attending where practicable to remedy any small maintenance items.</p> <p>To occasionally collect licence charges and keep accurate records of these transactions.</p>
----------------------------------	---

	<p>To ensure that all repairs are noted and recorded in accordance with procedures.</p> <p>To ensure that empty rooms within the accommodation are ready for new customers to move into.</p> <p>To work on a rota basis, including weekends and Bank Holidays</p> <p>To be responsible for the health, safety and welfare of yourself and others at work, and to undertake the health and safety duties commensurate with this position.</p> <p>To promote and uphold Midland Heart's policy on equal opportunities.</p>
--	--

<b>Education, Qualifications and Training</b>	<p>Applicants must be computer literate and have a good standard of written and oral communication.</p>
<b>Knowledge and Experience</b>	<p>Understanding of Health and Safety requirements for a housing and support environment.</p> <p>Experience of providing a housing related support service.</p> <p>Experience of working with individuals who are homeless or experienced homelessness.</p> <p>Experience of working with individuals who present with support needs including poor mental health, poor physical health and problematic substance misuse.</p>
<b>Role Specific Skills &amp; Behaviours</b>	<p>Ability to communicate effectively with individuals from a wide range of backgrounds.</p> <p>Ability to work with individuals in line with their agreed support plan.</p> <p>Commitment to empower individuals to make choices and be involved in service delivery.</p> <p>Commitment to engage with individuals who may not want to engage.</p> <p>Ability to work on your own.</p> <p>Ability to work within a team environment.</p> <p>Being proactive in your approach.</p> <p>Being flexible in your approach to work with different presenting behaviours.</p> <p>Commitment to equality of opportunity and to challenge discrimination and exclusion.</p>