

Job Description

Job Element	Detail
Job Title:	Night Worker (scheme-based hostels/supported accommodation & associated satellite properties)
Responsible to: Responsible for:	Operational Manager
Scheme/Location:	No 90 Hope Street / Furlong Court – Stoke on-Trent
Main Purpose (Overall objectives of the post)	<i>* passionate * creative * equal * empowering * sustainable</i> <ol style="list-style-type: none"> To provide a safe environment maintaining the safety and security of customers and staff. To provide telephone advice and emergency call out, where required, to customers living in housing managed by Brighter Futures
Duties & Responsibilities	
1) Assessment & Support Planning	<ul style="list-style-type: none"> Establish rapport with customers of Furlong Court. Contribute to risk management and raise concerns with appropriate others.
2) Security, Health & Safety	<ul style="list-style-type: none"> Ensure the environment offered is of high quality and in line with health and safety policies. Provide access to customers and/or permitted visitors. To be the first point of contact for any emergencies. To call appropriate support as required, e.g. emergency services. Recording of accidents/incidents is completed in line with Brighter Futures policies and procedures. Ensure full handover of incidents is provided to Support Workers. Assist with cleaning and preparation of accommodation.
3) Safeguarding & Protection From Abuse	<ul style="list-style-type: none"> Identify safeguarding concerns or potential issues for both adults and children and report them in line with policies and procedures. Operate within professional boundaries and support others to do so.
4) Client Involvement & empowerment	<ul style="list-style-type: none"> Respond to requests for assistance from customers. Respond appropriately to incidents and calls for service. If you are unable to satisfy the customer provide them with information on how to pursue the issue. Understand how Brighter Futures empowers people and the role you play in that happening.

5) Fair Access, Diversity & Inclusion	<p>Ensure customers of Furlong Court are facilitated to:</p> <ul style="list-style-type: none"> • Occupy their accommodation within the terms and conditions of their licence agreement. • Maintain the peaceful occupation of other licensees by diffusing situations, summoning assistance when necessary.
6) Telephone Advice/Emergency Call-out	<p>To provide a response to out of hours calls from tenants of other Brighter Futures schemes for example;</p> <ul style="list-style-type: none"> • Reporting and arranging emergency repairs/maintenance where appropriate. • To provide brief telephone advice, information and assistance where appropriate. • To attend properties where access is required by emergency services, contractors or customers. • To attend properties where assistance may be required for minor repairs e.g. resetting fuse board • To record and report non-emergency repairs/maintenance where appropriate. • To record and report care and support issues where appropriate. • Contact emergency services where appropriate.
7) Administrative Duties	<p>To ensure accurate, factual records are kept in respect of all activities undertaken in line with Brighter Futures policies and procedures. Any other general administrative tasks to be completed as requested by the management team.</p>
8) Competences & Training	<p>Take responsibility for your training and development. Attend training days booked and complete all elements of courses and assignments to the agreed standard.</p>
Targets:	<p>Equality and Diversity Training. Ensure a high standard of health and safety. Ensure accommodation is of a high quality.</p>
Scheme Specific Tasks:	<p>We may require you to work at a number of schemes which could include weekends and evening work.</p>
Behaviour & Competences:	<p>Behaviour demonstrates Brighter Futures values and is within the Code of Conduct. Comply with Policies and Procedures An Enhanced DBS Check is required for this post.</p>
Hours of Work:	<p>33.3 hours per week Must be able to work nights on a pre-arranged shift rota pattern</p>
Salary & Benefits:	<p>Salary: Level 1+ £19,303.26 per annum, (pro-rata to £17,341.87) 27 days annual leave plus 8 additional days, pro-rata Personal Pension Plan, including life assurance and group income protection Health Care Cash Plan Occupational Sick Pay Staff Counselling Service</p>

Person Specification – Night Worker

90 Hope Street / Furlong Court (associated satellite properties) – Stoke-on-Trent

We want the postholder to demonstrate the following competences to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competences during the selection process, if you are shortlisted.

<ul style="list-style-type: none"> ▪ Communication and Clarification ▪ Creativity, Innovation & Adaptability ▪ Commitment & Customer Focus ▪ Relationships & Team Working 	<ul style="list-style-type: none"> ▪ Respect, Integrity & Open Mindedness ▪ Accountability, Self Reflection & Development ▪ Engaging with and Supporting Change
---	--

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1 and 2 below (addressing each point in order). Where relevant use your answers to illustrate how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	Competences	E = Essential D = Desirable	Application Form	Test	Interview
1	Specific Qualification, Experience and Track Record				
1.1	Good quality written and oral communication skills.	E	X	X	X
1.2	Experience of dealing directly with the public and/or customers in a busy service environment.	E	X		
1.3	Able to communicate effectively with external agencies.	D	X	X	X
2	Special Knowledge and Requirements				
2.1	Understanding of vulnerable groups and people with complex needs.	D	X		X
2.2	Knowledge of windows-based software, including Word, Excel, e-mail and the internet.	D		X	
2.3	Ability to establish and maintain clear boundaries with customers.	E	X		X
3	Additional Job Requirements				

3.1	Ability to remain calm under pressure and difficult situations.	E	X		X
3.2	Must be self-motivated with a positive can-do approach.	E	X		X
3.3	Strong commitment to equality and diversity.	E	X		X
3.4	Must be able to demonstrate a commitment to our Values.	E	X		
3.5	Ability to drive and have own transport is an essential requirement.	E	X		

Core Competencies (Level 1 – 2)
(Trainees/Apprentices/Staff)

	<u>Descriptor</u>
Communication and Clarification	Presents clear messages using a range of techniques. Identifies active listening as a key component to effective communication. Appropriately influences others. Is concise and persuasive with a wide range of audiences. Effectively promotes Brighter Futures' values, purpose and services.
Creativity, Innovation & Adaptability	Proactively sources and develops ideas. Solves problems, bringing improvements to services and resources. Modifies style and approach to achieve goals and effectiveness.
Commitment & Customer Focus	Committed to and focused on the views and needs of customers and other stakeholders. Ensures that customer needs are at the core of Brighter Futures service provision and take a non-judgemental approach to issues. Remains resilient and positive in seeing things through.
Relationships & Team Working	Develops and maintains positive relationships with a variety of people. Appropriately networks internally and externally for the benefit of Brighter Futures, its services and customers. Displays self-awareness, respect and integrity in all relationships.
Respect, Integrity & Open Mindedness	Understands and works within Brighter Futures commitment to equality and diversity. Respects and values the diversity of colleagues, customers and the wider operational environment. Understands and respects other people's points of view. Demonstrates commitment to enhancing and developing Brighter Futures services in line with principles of equality and diversity.
Accountability, Self-Reflection & Development	Takes ownership, meets responsibilities and honours commitments. Is open and committed to continuous development. Applies new information and learns from experiences. Shares knowledge and learning and recognises own strengths and areas for development. Is open to receiving feedback about own performance. Can identify and discuss own mistakes and failings and takes steps to rectify them to improve performance. Presents a calm, competent and professional image to customers and other employees.
Engaging with and Supporting Change	Is proactive, responsive and adaptable. Inspires others to positively engage with changes. Constructively and appropriately challenges change appreciating Brighter Futures need to remain flexible and break from tradition for the benefit of the customers and the mission of the organisation. Remains resilient and sees things through and is able to remain effective under pressure.