

Job Details

Roaming Night Worker

Homelessness Accommodation Services

Turning Tides

Turning Tides is a community led homelessness charity operating in Worthing, Littlehampton, Horsham, Mid Sussex and surrounding areas. A group of local Christians established the charity in 1992 as Worthing Churches Homeless Projects (WCHP) to help those sleeping rough in Worthing. Currently Turning Tides employs over 150 staff and 250 volunteers, helping hundreds of people, providing a wide range of services to support them towards a sustainable, fulfilling life within the community.

We operate a range of projects/functions:

- **Hub and Outreach Services**

- St Clare's Community Hub (Worthing)
 - Hub for multi-agency Rougher Sleeper's Team
 - In reach drug and alcohol and physical health clinics
 - Range of groups such as women's group, art, IT Junction and similar
 - Community Inclusion Team
 - Early Intervention and Assessment Team
 - Outreach, move on support and reconnection
 - Food/clothing donations coordination
- Littlehampton Community Hub
 - Advice & Assessment team
 - Community Inclusion team
 - Breakfast Club
 - Outreach Worker across Arun
 - Groups such as Skills workshops, Arun District Council Housing Drop in, Foodbank, and dedicated women's group in partnership with Safe in Sussex
- Horsham and Mid Sussex Services
 - Outreach Manager
 - Outreach Workers
 - Support Coordinators
 - Community Inclusion Workers
 - Mental Health Coordinator
- Multi-Disciplinary Team
 - MDT Managers
 - Mental Health Worker
 - Alternative Response Team
 - Substance Misuse Worker
 - Substance Misuse and Wellbeing Worker
 - Dual Diagnosis Worker
 - Mental Health and Trauma Coordinator
 - Staying Well Worker
 - Social Work Coordinator

- Housing First Team
 - Housing First Manager
 - Housing First Workers
- **Lyndhurst Road Accommodation Service (Worthing)**
 - 34 bed emergency/assessment service
 - 24/7 double cover staffing
 - Shared office space for local statutory and Voluntary services
 - Harm minimisation and Psychologically Informed Approach
- **Recovery Project (Worthing)**
 - 28 bed CQC Registered Tier 4 substance misuse service
 - 24/7 staffing, double day and single night cover with waking night workers
 - Social Work Co-ordinator
 - Abstinence and harm minimisation
- **Byron and Manor Road Hostels (Worthing)**
 - 15 bed complex needs
 - 24/7 staffing, double day and single night cover with waking night workers
 - 14 bed move on hostel
 - Abstinence and harm minimisation
 - Psychologically informed approach
- **Move On Housing (Worthing, Littlehampton, Horsham and East Grinstead)**
 - 18 houses for move on and long term housing
- **Community Fundraising Team**
 - Organising regular fundraising events throughout the year.
 - Increasing our donor database
 - Delivering talks about the work of Turning Tides
 - Securing fundraising income as required to protect the provision of services
 - Educating the local community about homelessness
- **Co-ordination of 250+ Volunteers**
 - Mentoring and Befriending Scheme
 - Corporate Volunteering

Turning Tides remains determined to end local homelessness - a reality that can only be achieved through finding shared purpose with clients, other services and the wider community.

For further details go to www.turning-tides.org.uk

Roaming Night Worker Job Background

Turning Tides provides 24hr support at three locations in Worthing. These projects are Lyndhurst Road, Byron Road and The Recovery Project at Selden Road. These projects provide support to formerly homeless people from the local community. Each service supports a different client group and their supports needs are varied.

The Waking Night team lead on ensuring the safety and wellbeing of the clients and security of the project at night, as well as assessing, supporting and caring for individuals' needs where appropriate and in line with the service requirements. There are one or two waking night staff on site every night at each project. Roaming night staff will provide responsive support to their project-based colleagues. This could be covering their absence when they are on holiday or being with them when extra support is required. They will be a vital link across the three services. You will actively work with, and support, your managers and team colleagues to ensure that all aspects of service delivery meet excellent standards in terms of quality and outcomes.

Key Terms and Conditions

Hours:	37.5 hours per week on a rota basis including weekend and bank holiday work.
Pension:	All eligible staff will be auto-enrolled into a stakeholder pension scheme offered by Royal London upon commencement of employment. Upon auto-enrolment staff will receive a welcome pack.
Contract:	Permanent
Annual Leave:	25 days increasing 1 day per year up to 28 days (not including bank holidays).

Summary of the Role

To provide a mobile responsive support to Turning Tides 24 hour residential service currently geographically placed in Worthing providing additional support and resource to the static Waking Night Workers.

Reporting to

Homelessness Services Manager/ Deputy Manager

Location

Worthing

Key Responsibilities

Case Work with clients

- Provide informal key working using brief interventions and motivation based support.
- To update Turning Tides client database with all relevant information
- To support and encourage clients to maintain a clean and safe physical environment and offer advice where needed

Reception and shift cover

- Provide a welcoming reception service for clients and other callers
- Manage the services at night by dealing with phones, post and all other reception enquiries.
- Manage the immediate support needs of clients where needed, providing crisis intervention if necessary
- Support all colleagues in diffusing difficult and/or dangerous situations and seek outside assistance if necessary
- Be able to challenge in an assertive, yet sympathetic way, disruptive and/or unacceptable behaviour, doing so in a manner that balances needs of the individual alongside the safety of the service.
- To be ready to attend any of the projects in Worthing as and when required.

Housing management and further administrative duties

- Ensure the safety and security of the building and clients
- Address anti-social behaviour incidents and concerns; respond appropriately to minimise the impact on others and prevent its escalation.
- Maintain accurate daily records of petty cash, service charges and other financial matters as required
- Maintain a good standard of record keeping including all financial and administrative systems up to-date and in line with Turning Tides' policy.

- Complete all written work to a high standard
- Conduct regular building and health and safety inspections and tests, keeping accurate records and following up on issues promptly.
- Be responsive to maintenance problems reported or observed following up on issues in line with Turning Tides' policies and procedures

Compliance with Organisational policies and regulatory requirements

- Abide by Turning Tides' policies and procedures and regulatory requirements at all times and in particular:
 - Health and Safety
 - Adult and Child Safeguarding, Professional Boundaries
 - Confidentiality and Data Protection Act
- Ensure all service policies and procedures are regularly reviewed and well embedded.
- Play an active part in the development and implementation of organisational wide policies and procedures.

Equality and Diversity

- Promote and embed a proactive approach to equality and diversity - by example and approach.
- Undertake equalities impact assessments and reviews.

General

- Maintain personal development including participation in supervision and training.
- Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
- Maintain at all times the ethos of Turning Tides.

Person Specification Roaming Night Worker

This person specification lists the skills, knowledge and experience required. You should provide evidence, in the form of an example, that you meet each **short list criteria only** (this is marked “**S or S/I**” on the person specification) on **page 4** of your application form.

E = Essential criteria D = Desirable criteria
S = Short listing criteria I = Interview criteria

Criteria	E or D	S or S/I
Knowledge		
1. Basic knowledge of housing and homelessness issues	E	S/I
2. Basic knowledge of alcohol, drugs and issues around addiction and relapse management	E	S/I
3. Basic knowledge of mental health and personality disorders	D	I
4. Basic understanding of the welfare benefits relating to adults	D	I
Skills		
5. Able to motivate and inspire clients to make positive life changes	E	I
6. Able to work alone and in a team, taking initiative and responsibility for completing tasks, where appropriate	E	S/I
7. Able to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships	E	I
8. Ability to take responsibility and make difficult decisions when required	E	I
9. Able to manage difficult/ challenging behaviour using assertiveness and de-escalation techniques	E	I
10. Commitment to extending own professional competence and knowledge.	E	S/I
11. Good computer literacy skills	E	S/I
Experience		
12. Experience of working with vulnerable people in residential/ care setting	D	S/I
13. Experience of delivering support to vulnerable people	E	S/I