

Job Title	Roaming Night Worker		
Team	Manor	Reports to	Homelessness Services Manager/Deputy Manager
Department	Operations	Location	Across Worthing Residential Sites
Flexibility for home working	Y/N	Direct Reportees	Y/N If yes number:
Budget responsibilities	Y/N		

Key Responsibilities

Client Support

- Managing and monitoring closely the risks associated with substance or alcohol use and ensuring that we provide good quality, robust harm minimisation support.
- To assess and manage the immediate support needs of clients, providing crisis support or brief interventions based on presenting needs.
- To support and encourage clients to maintain a clean and safe physical environment and offer advice where needed.
- Be able to address in an assertive, yet empathetic way, antisocial or challenging behaviour doing so in a manner that balances the needs of the individual alongside the safety of the service or clients. Provide crisis intervention and seek outside assistance if necessary.
- Where required, to conduct welfare checks in line with policy and procedure, promoting client safety and wellbeing.

Reception and shift cover

- 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 the 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.
- 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
 - DPA and Data Management
- 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 in management approach
- Participate in equalities impact assessment and review as required

General

- Maintain personal development including participation in performance reviews and training.
- Undertake any other reasonable duties required by the management team
- Maintain at all times the ethos of Turning Tides.

Specification

Candidates will be assessed based on the following criteria.

Knowledge and Experience

Criteria
Basic knowledge of housing and homelessness issues
Basic knowledge of alcohol, drugs and issues around addiction and relapse management
Basic knowledge of mental health and personality disorders
Basic understanding of the welfare benefits relating to adults

Skills and abilities

Criteria
Able to work alone and in a team, taking initiative and responsibility for completing tasks, where appropriate
Able to communicate with a wide range of people using excellent active listening skills to form healthy and constructive relationships
Ability to take responsibility and make difficult decisions when required

Specific Job Requirements

Criteria
Ability to work on a shift pattern, including bank holidays, weekends, and unsociable hours.
Due to working across various locations, a full, clean driving license is required.