

Job Title	Waking Night Worker		
Team	Roffey Place	Reports to	Manager
Department	Operations	Location	Horsham
Flexibility for home working	<u>N</u>	Direct Reportees If yes, number:	<u>N</u>
Budget responsibilities	N		

Key Responsibilities

- To lead at night on ensuring the safety and wellbeing of the clients and security of the project
- Provide a welcoming reception area and service for clients and other callers
- Manage the reception by dealing with phones, post, and all other reception enquiries.
- To assess and manage the immediate support needs of clients, providing crisis support or brief interventions based upon presenting needs.
- Provide advice and response by phone to other schemes as necessary during the night.
- To actively support your managers and team colleagues to ensure a high-quality service, including undertaking administrative tasks to support the work of the day team.
- To record and share key information arising during the night, both through handover and using Turning Tides' client database/other reporting systems.
- 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 need of the individual alongside the safety of the service or clients. Provide crisis intervention and seek outside assistance if necessary
- 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
- Equality and Diversity.

General

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

Specification

Applicants will be assessed based the following essential criteria.

Knowledge and Experience

Criteria
Knowledge of the potential support needs of clients, including the experience of homelessness and rough sleeping, trauma, substance use, multiple exclusion, and mental health.
Understanding of how to work within a trauma-informed approach
Experience of effectively managing the safety and security of premises

Skills and abilities

Criteria
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
Able to manage challenging behaviour using assertiveness and de-escalation techniques

Specific Job Requirements

Criteria
Ability to manage the physical demands of night working
Due to location, a full, clean driving license would be an advantage