

## HIGHTOWN HOUSING ASSOCIATION JOB DESCRIPTION

<b>JOB TITLE:</b>	Waking Night Project Worker
<b>DEPARTMENT:</b>	Care and Supported Housing
<b>RESPONSIBLE TO:</b>	Operations Manager/Scheme Manager

### **Job Context**

Hightown is a charitable housing association operating principally in Hertfordshire, Bedfordshire, Berkshire and Buckinghamshire. We believe everyone should have a home and the support they need, so our aim is to build new homes and to provide excellent housing and support.

We currently manage over 6,800 homes and employ over 1,000 full and part time staff from our head office in Hemel Hempstead. We have an annual turnover of £84 million and a development programme that will deliver around 450 new affordable homes each year.

### **Hightown Homes**

Once our houses are built, they are let to people who cannot afford to buy or rent at full market values. The majority of our properties are offered to people on local authority housing lists to rent. We also manage homes to let at intermediate rents, for people saving for a deposit, and shared ownership homes, which help people make their first step on the housing ladder.

### **Hightown Support**

Within our care and supported living schemes we work across a diverse range of client groups. These include people with Learning Disabilities (including Autistic Spectrum Disorders), people with Mental Health problems, Young people and adults experiencing Homelessness and women who have survived Domestic Violence.

Our aim is to help them develop independent living skills, to be involved in decisions regarding their lives and to participate in their local community.

### **Overview**

Working as part of a team, we provide support to young people within our service or within the community.

To take responsibility for staying awake throughout the night to ensure the safety and wellbeing of the young people during the night.

Responding appropriately to support needs, illness and or emergencies and to seek support or guidance from sleep in member of staff, on call person or other professionals as required.

To undertake tasks throughout the night as detailed. To ensure security is paramount including the building, residents, furniture and equipment.

Waking night workers will work in a manner that promotes respect, individuality, choice and rights of our young people.

To support the young people as per their support plans in a person centre approach.

## **Key Responsibilities**

### **People in the service**

- To enable people to receive appropriate health care and advice when necessary.
- To support people with all areas of living independently (e.g. laundry, tidying/ cleaning, preparing meals/ drinks, etc.)
- Wherever possible ensure that needs are identified and met, bringing to the attention of the line manager any un-met needs
- To support people to implement their Support Plans.
- To be adept to manage behaviour that challenges within the scheme
- To be able to communicate effectively, using different methods of communication according to people's needs.
- To respect confidentiality and follow policy guidelines.
- To follow all individual risk assessments.
- To record all contact/concerns promptly & effectively using current systems that are in place

### **Team**

- To work as part of a team.
- To participate in team meetings, bringing forward ideas and contributing to relevant decisions.
- To attend training courses, as required.

### **Operational**

- To follow and implement the Associations and homes policies and procedures at all times.
- To carry out administration tasks as requested.
- To carry out tasks that ensure the smooth day to day operation of the home, including domestic and laundry tasks.
- To liaise with other professionals, as required.
- To work within the framework laid down by the Registration Authority.
- Conduct health & safety checks of the building as well as the service users, complying with health & safety legislations & Hightown's policies and procedures at all times
- Take immediate action where health & safety concerns are highlighted or raised
- Comply with fire safety instructions following local policies & procedures

### **General**

- Complete a probationary period
- To actively participate in regular supervision and annual appraisals.
- To work unsociable hours including evenings, weekends, nights and bank holidays to ensure that adequate staff cover is maintained at all times.
- To act as the responsible person in the home in the absence of a designated responsible person or shift leader, Senior Project Worker, Deputy or Manager.
- Such other duties as may be required commensurate with the smooth running of the establishment, and needs of the residents.

### **Additional duties**

Any other reasonable duties at the request of the Manager, Deputy and Senior Project Workers.

To participate in the development of this job description as necessary this job description reflects the present requirements of the post. As duties and responsibilities develop and change, the job description will be reviewed.

An enhanced DBS Disclosure is required for this post.

Hightown Housing association operates a non-smoking policy. It is not permitted to smoke in any property belonging to tenants or the Association. Service user's co-operation can be sought to encourage them not to smoke whilst you are in their homes.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience</b>		
Previous experience of working in the care/support field	✓	
Knowledge and understanding of the issues faced by young people with complex needs	✓	
Experience and knowledge of safeguarding children and young people and how to apply this to a supported housing setting	✓	
Experience of managing complex and challenging situations when it comes to people	✓	
Experience and knowledge of professional boundaries	✓	
<b>Ability to</b>		
Recognise the wishes and needs of the young people we support.	✓	
Work as a member of a team	✓	
Communicate effectively verbally and in writing	✓	
Use own initiative	✓	
Respect confidentiality	✓	
Carry out practical tasks (housekeeping, cooking etc)	✓	
Communicate effectively using different methods according to young people's needs.	✓	
Ability to manage and respond appropriately to challenging behaviour displayed by the young people	✓	
Ability to response appropriately to difficult and sensitive situations/information faced by the young person	✓	
Excellent communication skills, both written and verbal	✓	
<b>Personal Characteristics</b>		
Positive attitude towards the young people support	✓	
Responsible and reliable	✓	
<b>Knowledge and Understanding</b>		
Principles of working in a person centred way		✓
Local community & facilities		✓
Sound IT skills and able to relevant systems and processes	✓	
<b>Other Requirements</b>		
Ability to work to a rota to provide 24 hour cover if needed	✓	
18 years old (At least 21 years old if to be left in charge)	✓	
Commitment to the values of Hightown to put our residents and service users first and deliver excellent levels of service.	✓	

Show a strong work ethic and demonstrate extra effort when required.	✓	
Take ownership for resolving problems, demonstrating courage and resilience in dealing with difficult situations.	✓	
Work co-operatively with others to get things done, willingly giving help and support to colleagues	✓	
Treat people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances.	✓	

Candidates are reminded that the shortlisting process is based on the evidence provided on the application form of the skills demonstrated above.