

JOB DESCRIPTION

This job description outlines the key role duties and is subject to change in accordance with business needs; it does not form part of the contract of employment.

JOB TITLE	Night Worker	BUSINESS AREA	Semi-Independent Accommodation
REPORTS TO	Operations Manager	WORKS WITH	Young People
LOCATION	Phoenix Independence		
OVERALL JOB PURPOSE	Provide a professional out of hours' customer service which ensures the security of the building and the safety of customers and visitors. Prevent breaches of occupancy agreements by proactively managing incidents in a timely and appropriate manner to deescalate situations. To be part of a team offering a comprehensive support service to young people, the aim being to ensure the physical, social and emotional wellbeing, and development of life skills to build confidence and resilience through daily structure and routine; with the overall all objective of moving on positively into independent accommodation. Phoenix Independence offers a caring, supportive semi-independent accommodation for the young to build life skills to move on into independence. We have a number of years' experience in high quality support provision for 16-24-year olds, with our focus centred on the needs the individual. The welfare of our young people is paramount in the role of a Support Worker. Not only do they help keep young people safe, but contribute to young people making informed decisions and positive life choices and help develop skills for their future		

KEY ACCOUNTABILITIES

- Work according to and adhere to Phoenix Independence's Policies, Procedures and Values.
- Respond to the needs of the project by undertaking other tasks which may be requested by the Manager on occasions, which may not be included in the specific job description noted above, but which reflects the general nature and level of the role.
- Act as a role model in all you do and represent the business professionally and positively in accordance with our behaviours and values
- Put the Young Person and their safety at the heart of all that you do
- Work with colleagues and managers to deliver against our Business Plans
- Familiarise yourself with and work within all company policies and procedures
- Actively engage in learning opportunities; identify better and more efficient ways of doing things
- Be familiar with and fully compliant with all localised safeguarding requirements and internal Safeguarding Policy and protocols
- Able to engage with young people and build relationships in a positive and proactive manner
- Self-motivated with a positive attitude
- Able to work a shift rota to include weekends, bank holidays and anti-social hours

Developing Trusting Relationships:

- Be a positive role model, nurture and show support for all young people
- Adhere to the Code of Conduct / Professional Boundaries / Safeguarding and Lone Worker policies at all times
- Utilise skills developed as a result of on-going reflective practice to continually improve effectiveness

in order to enable residents to achieve their outcomes and move on to independent living.

- Promote health and development to young people as appropriate to their needs
- Maintain a positive and informed response to young people and their behaviour

Safeguarding and Customer Well-being:

- Take an active interest and participate in ensuring all young people's well-being is maintained.
- Follow all procedures in relation to responding to and recording serious incidents or accidents (including safeguarding)
- Report and record all Safeguarding concerns to the designated Safeguarding Officer and follow local reporting procedures and any advice and guidance given from the Local Authority and Safeguarding Lead
- Proactively engage with customers in an appropriate manner talking and listening to provide appropriate responses including sign posting or information
- Maintain personal knowledge of individual customers' cases regularly reviewing customers support plans, risk assessments and duty log. Accurately record any changes to customers' behaviour or circumstances in a timely manner.
- Maintain factual and accurate records of service activity and participate in handover meetings with detailed reports
- Manage telephone and general enquiries from customers, organisations and the public.

Complaints and Compliments Management:

Take ownership and responsibility, responding to young people in order to identify issues prior to them escalating to formal complaints where possible.

Adhere at all times to the Complaints policy within set timescales 100% of the time.

Tenancy Management and Health and Safety:

- Respond to medical emergencies referring/sign posting residents to the appropriate external agencies as necessary
- Manage and resolve neighbour disputes and incidents of anti-social behaviour in a fair and assertive manner
- Complete resident room checks in a sensitive manner to evaluate condition of the room, identify repairs and maintenance issues or any breaches to the occupancy agreement.
- Complete health and safety building checks including emergency lighting, kitchen safety, first aid box, fire alarm and other checks as necessary
- Complete regular building checks as instructed including visual inspections of equipment, furnishings, external doors, all access points and monitor CCTV
- Report repairs as required to maintain the condition of the building
- Maintain factual and accurate records of service activity and participate in handover meetings with detailed reports

Continued Personal and Professional Development:

- Take ownership of own personal and professional development
- Attend and participate in supervision and staff meetings as required
- Undertake relevant mandatory training in Essential, Core and Advanced subjects
- Act as a role model in all you do and represent the business professionally and positively in accordance with our behaviours and values
- Put the customer at the heart of all that you do
- Work with colleagues and managers to deliver against our Business Plans
- Familiarise yourself with and work within all policies and procedures
- Actively engage in learning opportunities; identify better and more efficient ways of doing things
- Be familiar with and fully compliant with all localised safeguarding requirements and Phoenix

Independence Safeguarding Policy and Protocols.

PERFORMANCE MANAGEMENT:

There are various targets you will be expected to meet as part of the role. These are measured against the service and on an individual basis. We encourage our team to inspire change in every interaction you have whether with customers, staff or external agencies. We expect you to proactively help the service to achieve its Key Performance Indicators (KPIs)

EQUAL OPPORTUNITIES:

Phoenix Independence supports Equal Opportunities in employment and opposes all forms of unlawful discrimination on all grounds. You are expected to comply at all times to the Companies Equality and Diversity Policy.

PERSON SPECIFICATION		
	ESSENTIAL	DESIRABLE
Personal Attributes & Person Centred Approach	• Self-motivated with a positive attitude • Be responsive and reflective • Be accountable, honest and reliable • Show empathy and listen to young people • Demonstrate value-based practice. • Show an ability to engage with young people in a positive and proactive approach	• Motivate, support and influence • Be assertive and advocate for others • Positive leadership • Develop innovative solutions
Job Skills	• Good standard of recording and reporting • Ability to manage and communicate with young people both individually and groups • Demonstrate the qualities to use non-verbal communication effectively. • Ability to organise workload and time. • Demonstrate an aptitude to build and maintain meaningful relationships with young people. • Ability to use IT • Ability to assess risk objectively	• Ability to manage and communicate with professionals • Experience in accurate recording and reporting • Awareness of and ability to use non-verbal communication effectively.
Knowledge	• To work in a non-discriminatory manner • Understanding of the issues surrounding C & YP, challenging behaviour.	• Local Children's Social Care services and Looked After Children provision • Drug and Alcohol awareness • Awareness of young people's mental health issues • Knowledge of relevant legislation, regulations and policy issues • The Children's Act 1989
Experience	• Experience of communicating with children and young people or vulnerable young adults. • Working individually and within a team • Working without supervision • Demonstration and awareness of managing lone working situations with the ability to assess personal safety	• Experience of working in a supported accommodation setting or similar. • Previously worked with young people experiencing emotional and behavioural difficulties • Experience and ability in dealing with complex situation involving young people and families • Experience of work or volunteering with children and young people or vulnerable young adults.
Qualifications	• To be committed to work towards achieving an NVQ 3 Health & Social Care/Children & Young People OR Diploma L3 Health & Social Care / Children & Young People	• Other qualification in relevant subject at Level 3 or above. • NVQ 3 Health & Social Care/Children & Young People OR Diploma L3 Health & Social Care / Children & Young People • Full Manual UK Driving Licence
Training	• Commitment to personal and professional development. • Ability to engage with learning opportunities including effective use of supervision, training, e-learning and feedback	• Valid certificates in Food Safety, Fire Safety, and Emergency Aid at Work.

Working Conditions	• Willing to work shift pattern including evenings, sleep-ins and weekends. • Flexibility to work hours at short notice • Bank Holidays & Christmas Holidays worked on a rota • Ability to manage what can be an emotionally demanding role • A satisfactory DBS will be required for all employees	Ability to make independent judgements and exercise initiative within agreed limits to prioritise workloads and recognise coping mechanisms
---------------------------	---	---

Date written

October 2017