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‘Creating and sustaining thriving communities’

Waking Night Worker	
Report to:	Lead Project Worker / (Lead) Service Delivery Manager / Operations Manager
Direct Reports:	N/A
Indirect Reports:	N/A
Service Area:	Care and Support
Why	<p>Role Summary:</p> <p>Your role will involve ensuring safety and wellbeing of our customers and security of our schemes at night, as well as assessing, supporting and caring for individuals’ needs where appropriate and in line with the service requirements.</p> <p>This is a waking night position covering at least one accommodation based scheme. Your role could include providing advice and response in person or by phone.</p> <p>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.</p>
What	<p>Principle Accountabilities</p> <p>Housing Management</p> <ul style="list-style-type: none"> • Work as part of a team to enable customers to fulfil tenancy and other housing obligations; ensure they fully understand their rights and obligations as set out in tenure agreements, handbook and local house rules • Ensure safety and security of the building and residents • Actively promote good, two-way, neighbour and community relationships • Address anti-social behaviour incidents and concerns; respond appropriately to minimise the impact on others and prevent its escalation. • Undertake appropriate duties, such as reporting repairs, undertaking health and safety duties, and advocating for customers to ensure they enjoy a safe, homely communal space and environment <p>Service delivery</p> <ul style="list-style-type: none"> • Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems • Participate in rotas that ensure customers have access to support when they need and want it, and are appropriate levels of staff cover at your service • Manage service risk by working with your manager and team to share information, report concerns and develop effective risk mitigation plans; support colleagues and managers to respond appropriately to emergencies



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	<ul style="list-style-type: none"> • Contribute to a positive and continuously improving work environment: recognise customers as drivers of quality and performance; • Communicate effectively with customers, their families, carers, colleagues and other stakeholders to provide a holistic and high quality service • Contribute to a safe working environment by diligently carrying out health and safety duties as required by your manager, in line with Genesis policies, procedures and best practice; • Respond to complaints or concerns effectively; resolve those you can, escalate issues appropriately and keeping those affected informed. • Undertake other reasonable duties as required by your line manager <p>Customer care and support (where appropriate and included in the service summary sheet)</p> <ul style="list-style-type: none"> • Adopt our holistic approach to support and care, which ensures processes (from service access to service end) are customer led and outcome focused: <ul style="list-style-type: none"> • Support customers to assess their needs, understand and manage their risks, capture their goals and monitor progress towards them, and keep the support plan up to date in our case management system. • Work effectively with families, social and/or professional networks to get the most out of all those invested in a customer’s welfare and safety • Actively listen to and promote each customer’s own views; • Ensure customer meetings are arranged at times and places the suit the customer wherever possible and appropriate • In CQC services: <p>Provide appropriate customer centred care in line with the care plan with dignity and respect, working to all Genesis and CQC regulations and standards. This may include providing intimate or personal care, administering medication etc.</p> 	
Who	<p>Essential Skills/Abilities</p> <p>Experience</p> <ul style="list-style-type: none"> • Providing a customer-focused service • Working effectively within a team • Using own initiative to solve problems <p>Knowledge</p> <ul style="list-style-type: none"> • Some understanding of and a genuine interest in the particular needs of the customer group served 	<p>Desirable Skills/Abilities</p> <p>Experience</p> <ul style="list-style-type: none"> • Providing housing management/care/ support to customers with needs similar to those within the post’s remit, in a social housing or social care environment <p>Knowledge</p> <ul style="list-style-type: none"> • Good working knowledge of the service’s customer group(s) • Understanding and applying relevant policy, best practice and legislation,



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	<p>Skills</p> <ul style="list-style-type: none"> • Strong interpersonal skills; friendly, approachable, professional • Developing and maintaining trusting professional relationships with colleagues, customers and their families • Practiced and effective IT Skills, • Clear, concise and accurate written and verbal communication skills; • Able to maintain sensitive information appropriately • Able to apply relevant legislation, policy and best practice • Able and willing to undertake training and development <p>Qualifications</p> <ul style="list-style-type: none"> • Numeracy and literacy skills equivalent to Level 2 qualifications 	<p>Skills</p> <ul style="list-style-type: none"> • Using mediation to manage conflict • Facilitating customer engagement and supporting responses to feedback • Competent use with relevant IT systems (Inform, Northgate or similar) <p>Qualifications</p> <ul style="list-style-type: none"> • Social care or similar qualification/ accreditation relevant to the customer group
Who	<p>These are the core values we expect every employee to have</p> <ul style="list-style-type: none"> • Commitment to modelling the Genesis values at all times • Commitment to the principles of equality, diversity and inclusion, treating everyone with respect in a non-discriminatory manner • Commitment to the belief that people can be supported to develop and achieve their goals <p>Core values relevant to this role</p> <ul style="list-style-type: none"> • Be person-centred in all your engagement with customers; • Behave with dignity, empathy and sensitivity at all times, and in particular enable customers to express their cultural, religious, community or other self-identifying beliefs and interests 	
Spans of Control	<p>Key Performance Indicators:</p> <ul style="list-style-type: none"> • Customer outcomes • Timeliness and quality of Support recording on Inform • Customer rent collection and arrears levels 	



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	Environment: (Location, travel, etc)	Where required, participate in the local out of hours on call rota, working evenings and weekends Reasonable travel (for meetings, training etc.) in accordance with business requirements
National Frame work in which we work	Safeguarding Responsibilities	Genesis is committed to safeguarding and promoting the welfare of all adult customers and as well as the children staff may come into contact with whilst performing their work duties. Genesis expects all staff and volunteers to share this commitment Safeguard customers from harm and abuse, in line with Genesis policies and practices and within local and statutory frameworks
	Information security	Genesis is committed to maintaining the highest levels of information security across its business. Genesis expects all staff and volunteers to share this commitment and to diligently implement information security, confidentiality and data protection policies and procedures at all times.
	DBS Requirement	Enhanced
Position	Date Reviewed	September 2017