

Waking Night Worker Care and Support

Overview	
Role Purpose	This position is key to providing customers with a timely, appropriate, calm and professional service throughout the night, including assessing, supporting and caring in line with service requirements
Responsible for	Covering at least one service, providing advice and response in person or by phone
Reports to	Lead Project Worker / Housing Delivery Manager
Line management	n/a
Tier	Tier 11
Expectation Level	Colleague Level
Role relationships	
Internal	All colleagues based in our services, including those delivering housing management services to our customers and management
External	Families and carers of our customers and agencies working with us to support our customers, including health and emergency services

Role accountabilities
Key tasks: Housing management <ul style="list-style-type: none">• Work as part of a team to enable customers to fulfil their tenancy and other housing obligations; ensure they fully understand their rights and responsibilities as set out in tenure agreements, handbooks and local house rules• Ensure safety and security of the building and customers• 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 escalation• Undertake appropriate duties, such as reporting repairs, health and safety and advocating for customers to ensure they enjoy a safe, homely communal environment Service delivery <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 rosters that ensure customers have access to support when they need and want it, with appropriate levels of staff cover at the service• Manage service risk by working with your line manager and colleagues to share information, report concerns and develop effective risk mitigation plans; support colleagues and managers to respond appropriately to emergencies

Role accountabilities

- 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 agencies 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 NHG policies, procedures and best practice
- Respond to complaints or concerns effectively; resolve those you can or escalate issues appropriately, keeping those affected informed
- Undertake other reasonable duties as required by your line manager

Customer care and support (where relevant to service)

- Adopt our holistic approach to support and care, ensuring processes (from service access to service end) are customer-led and outcome-focused
- Support customers to assess their needs, understand and manage their risks, capture their goals and monitor progress towards them; keep the support plan up to date in our case management system
- Work effectively with family, 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 to suit the customer, wherever possible and appropriate

In CQC-registered services

- Provide appropriate customer-centred care in line with their care plan, with dignity and respect, working to NHG and CQC regulations and standards; this may include providing intimate or personal care, administering medication, etc.

General duties:

- Ensure you follow the financial regulations, policies and procedures at NHG
- Ensure that you follow relevant health and safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Professional expertise (know how & experience)¹

Essential

- Providing housing management / care / support to customers with similar needs to

Desirable

- Providing customer-focused service
- Working effectively within a team
- Using own initiative to solve issues

those within the post's remit, in a social housing or social care environment <ul style="list-style-type: none"> • Understanding and applying relevant policy, best practice and legislation • Using mediation to manage conflict • Facilitating customer engagement and supporting responses to feed back 	
Skills	
Essential	Desirable
<ul style="list-style-type: none"> • Interpersonal skills; friendly, approachable, professional • Willing to undertake training and development 	<ul style="list-style-type: none"> • Relevant IT systems (e.g. InForm, Northgate or similar) • Practiced and effective IT skills • Clear, concise and accurate written/verbal communication • Ability to maintain sensitive information appropriately • Ability to apply relevant legislation, policy and best practice
Qualifications and/or professional membership	
Essential	Desirable
<ul style="list-style-type: none"> • Social care qualification/accreditation or similar, relevant to customer group 	Numeracy and literacy equivalent to Level 2

NHG Expectations
<p>NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.</p> <p>This role is a Colleague Level expectation level and therefore you should refer to the Colleague Level expectation profile in addition to this role profile.</p> <p>The full NHG expectations framework is available on our external job site page and intranet, Milo.</p>

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.

Safeguarding	
Any appointment to this post is conditional upon and subject to:	<ul style="list-style-type: none"> • Enhanced certificate (criminal record check) issued by the Disclosure and Barring Service (DBS)