

Housing Assistant Night Worker (HANC)

Care & Support (C&S)

Overview	
Role Purpose	This position is key to providing customers with a timely, appropriate, calm and professional service throughout the night
Responsible for	Providing overnight staffing cover to ensure customer safety and security
Reports to	Lead Project Workers / Housing Delivery Manager
Line management	n/a
Date	January 2020

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: - Working shifts in line with the requirements of the service, which is intended to be a mix of waking and sleep periods - You are expected to be flexible in terms of this mix and to respond to any customer need or emergency during the sleep period, which may result in a shift without a sleep period if the situation you are responding to requires this - Creating and maintaining a safe and secure environment for all individuals in the project using your own initiative to ensure appropriate responses to any issues - This duty of care extends to all visitors and those working in the service - This will include making judgements regarding non-residents being permitted access to the service - To communicate and collaborate with internal and external services where required in response to an issue, e.g. emergency services, GPs, families and maintenance services - Ensure all required reporting and record-keeping is undertaken

Role accountabilities

- Supporting service approaches to safeguarding and protecting customers from abuse; reporting any safeguarding concerns to a senior staff member and/or local authority as outlined in relevant policies
- Responding to emergent risks, including clinical/medical emergencies, referring customers to internal colleagues or external agencies as appropriate
- Where required, responding to issues in other services to enable the management of safety issues in all NHG care and support services
- To assist in maintaining an agreed standard of cleanliness across the service, undertaking regular routine inspections of the premises to check safety and security of the premises and customers in line with the requirements of the service
- Be responsible for the health and safety and fire safety requirements of the service and premises
- Communicate with customers and their families/carers in a receptive and informative manner, at a pace and level consistent with their abilities, preferences and beliefs
- Follow up incidents and complaints of anti-social behaviour, taking appropriate immediate action in line with NHG's policies and procedures
- Be aware of safety plans and risk management strategies for each customer and how to deal with an emergency involving that individual, taking account of any specific health needs
- Take responsibility for ensuring you have an effective handover of issues from staff, and in particular that you are aware of any emerging issues or concerns involving customers that could escalate whilst you are working; ensure an effective handover is provided back to staff at the end of your shift, highlighting any issues that may have arisen
- To attend training and development programmes as necessary to attain or enhance your skills, appropriate to the tasks and responsibilities of the post
- Ensure you deliver work to a consistently high standard at all times

Role accountabilities

Other duties

- Specific tasks and responsibilities may vary depending on the service(s) recruited to, and the needs of the business, which may vary from time to time
- 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.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Accountability and delivery

Collaboration:

- Challenge and support each other
- Partnerships make us and our communities stronger
- We are united and we are one NHG

Communication and inclusion

Integrity:

- Act with integrity and openness
- Motivated by the positive impact of our work
- Independent, financially strong, with good governance

Customer focus

Service improvement

Inspiration:

- Inspired by what we do and where we've come from
- Committed, relevant and make a difference
- Belief that actions can change lives and communities for the better

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate

Essential knowledge, experience and skills

Professional expertise (know how & experience)

- Working alone and as part of a team (essential)
- Working in an environment where you have needed to respond to crisis situations (essential)
- Using own initiative to solve problems (essential)

Role profile

	• Reporting appropriately and in a timely manner to managers (essential) • Undertaking shift work and working unsocial hours (desirable) • Providing services to customers with care and/or support needs, like those within the post's remit, social housing or social care environment (desirable) • Experience of using mediation skills to manage conflict (desirable)
Skills	• IT skills (essential) • Basic First Aid (essential) • Time management and organisation (essential) • Able to read and write legibly (essential) • Good communication and people skills (essential) • Knowledge and understanding of health and safety practice in residential settings (desirable) • Working knowledge of older people customer group (desirable)
Qualifications and/or professional membership	• Full driving licence and access to a vehicle for work purposes (you will be required to have business insurance)

Role requirements	
DBS	• Enhanced DBS and barred list check
Data and information processing	• Information/Data User (all staff)