

# Waking Night Worker

## Operations > Supported and Temporary Housing

### What's it all about

As a Waking Night Worker at Notting Hill Genesis, you will play a key role in ensuring the safety and wellbeing of our customers at our schemes at nighttime.

### How you'll make a difference

Working within a scheme you will provide excellent response to vulnerable residents which will be done via phone or in person. You will actively develop superb relationships with customers and local stakeholders, being the key person to help with on-site issues. We will rely on your passion and enthusiasm to create an environment where residents feel safe and secure.

### How you'll do it

- Ensure the safety and security of the buildings 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 customer to ensure that they enjoy a safe, homely communal space and environment
- Plan your time to be efficient and productive; maximise customer facing time; use workplace tools and systems effectively, including all relevant IT systems
- Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies and related procedures including health and safety and financial regulations.
- Contribute to a positive and continuously improving work environment: recognise customers as drivers of quality and performance
- Communicate effectively with customers, their families, support and care provider and other stakeholders to provide a holistic and high-quality service
- Contribute to a safe working environment by ensuring that you follow relevant health and safety policies, keeping up to date with changes and taking action to maintain personal health and safety and that of others
- Diligently carry out health and safety duties as requested by your manager, in line with NHG's policies, procedures and best practice
- Respond to complaints or concerns effectively, resolve those you can, escalate issues appropriately and keeping those affected informed.
- Ensure that entry and exit points are regularly monitored and that communal facilities remain secure.
- Act in accordance with Safeguarding Policies and Procedures at all times.
- Ensure you follow the financial regulations, policies and procedures at NHG

## All about you

### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at staff level

### Essential knowledge, experience and skills including qualifications and professional membership

- Experience providing a customer focused service, providing services to customers with support needs, in a social care or social housing environment.
- Good working knowledge of the services customer group.
- Experience working alongside multiple teams/agencies
- Strong interpersonal skills; friendly, approachable, professional
- Clear, concise and accurate written and verbal communication skills
- Able to maintain sensitive information appropriately.
- Able to apply relevant legislation, policy and best practice
- Effective IT skills including basic MS Office skills and must keep up to date with all mandatory training
- Essential: numeracy and literacy skills equivalent to NVQ2 qualification.

- Desirable: Social care or similar qualification/accreditation relevant to the customer group at the service.

This role is subject to an **enhanced** DBS criminal record check issued by the disclosure and barring service.