

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	Supported Housing Officer / Housing Delivery Manager
Line management	N/A
Tier	
Expectation Level	Colleague
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:	
<ul style="list-style-type: none"> • Working shifts in line with the requirements of the service, which is intended to be a mix of waking and sleep periods <ul style="list-style-type: none"> o 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 service using your own initiative to ensure appropriate responses to any issues <ul style="list-style-type: none"> o This duty of care extends to all visitors and those working in the service o 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 • 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 	

Role accountabilities

- 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

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.

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

Personal Specification	
Experience (executive)	
Essential	Desirable
<ul style="list-style-type: none"> Working alone and as part of a team Working in an environment where you have needed to respond to crisis situations 	<ul style="list-style-type: none"> Undertaking shift work and working unsocial hours Providing services to customers with care and/or support needs, like those within the post's remit, social housing or social care environment
Professional expertise (know how & experience)	
Essential	Desirable
<ul style="list-style-type: none"> Using own initiative to solve problems Reporting appropriately and in a timely manner to managers 	<ul style="list-style-type: none"> Experience of using mediation skills to manage conflict
Skills	
Essential	Desirable
<ul style="list-style-type: none"> IT skills Basic First Aid Time management and organisation Able to read and write legibly Good communication and people skills 	<ul style="list-style-type: none"> Knowledge and understanding of health and safety practice in residential settings Working knowledge of older people customer group
Qualifications and/or professional membership	
Essential	Desirable

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 expectation level and therefore you should refer to the Colleague 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)