

Hostel Night Worker Job Description



REPORTS TO: Resettlement Team Leader

LOCATION: Richmond, London

HOURS: Part-time, Permanent, 30 hours per week (3 days per week)

SALARY: £22,208 per annum

MAIN PURPOSE OF JOB: Responsible and accountable for provision of hostel-based services in the London Borough of Richmond

SPECIFIC DUTIES:

- Support an effective needs-led service for Hostel residents, in line with SPEAR's policies and procedures
- Maintain accurate records of work undertaken (in the log book, client file notes and IT based forms of communication as appropriate)
- Share information with the Hostel team in line with SPEAR's confidentiality policy
- Ensure that all Hostel residents are treated with respect, contribute to a positive atmosphere within the Hostel, and promote uptake of meaningful activity as appropriate
- Support key workers by talking to clients who are more likely to be seen at night, but do not undertake specific pieces of key work with SPEAR Hostel residents or otherwise offer any advice relating to resettlement or benefits
- Maintain a safe and appropriate physical environment for staff and service users, in conjunction with the Landlords and Health and Safety Representatives
- Ensure the hostel is secure by regular patrols - monitor external doors, access in and out of the building, and carry out checks on communal areas and resident rooms where necessary
- Deal with any disputes or emergencies, diffuse difficult or dangerous situations and summon assistance when necessary
- Deal with telephone and general enquiries, including liaising with On Call managers where appropriate
- Participate in staff management and support systems in line with SPEAR's policies and procedures, including induction and supervision and training. This may involve an occasional requirement to work within daytime hours.
- Contribute to regular team meetings and handovers
- Represent SPEAR appropriately at all times, and work professionally with external agencies
- Liaise and work with all internal stakeholders to deliver an effective SPEAR wide service

- To carry out other duties as may be reasonably requested

Hostel Night Worker Person Specification

SKILLS, KNOWLEDGE AND EXPERIENCE:

- Relevant recent experience, either paid or voluntary, working with homeless people or rough sleepers, or people with mental health and/or substance misuse
- A knowledge of the issues affecting single homeless people
- The ability to work with clients who may display challenging behaviour and have complex support needs
- The ability to work within a team and on your own initiative
- The ability to represent SPEAR appropriately in all situations, and to work professionally with external agencies
- An understanding of and commitment to confidentiality and professional boundaries
- An understanding of and commitment to Equal Opportunities
- An understanding of Health and Safety and an ability to manage the associated requirements practically and professionally
- Effective numerical skills and good communication skills, both written and verbal
- The ability to keep accurate records of work
- The availability to work nights on a pre-arranged shift rota pattern including weekends.
- The availability to work outside of night shifts on occasion (e.g. to attend team meetings, supervision sessions, training)
- The availability to work flexibly in response to changing organisational requirements.

Please note this position is a waking night shift and will involve lone working, providing cover for our Single Persons Homeless Hostel.