



ENCOMPASS
Changing lives through inclusion

Encompass Southwest is committed to promoting equal opportunities in recruitment

Encompass Southwest is committed to Safeguarding, young people and vulnerable groups and all applicants will complete the required checks through the Disclosure and Barring Service (C.R.B.)

JOB DESCRIPTION

Job Title: Caroline House Night Support Worker
Salary Scale: £126.85 per night (9pm - 9am)
Hours: 1x36 hour post 2x24 hour posts
Contract Type: Permanent Contract
Reports To: Senior Supported Accommodation caseworker

Genuine Occupational Qualification:

Due to the nature of the project this post is only available to female applicants. This post is exempt under the Employment (Sex Discrimination) Act 2000.

Week 1:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
33 hr post	X	X	X				
22 hr post						X	X
22 hr post				X	X		

Week 2:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
33 hr post					X	X	X
22 hr post			X	X			
22 hr post	X	X					

Week 3:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
33 hr post			X	X	X		
22 hr post	X	X					
22 hr post						X	X

Purpose of the Role



Encompass Southwest: Registered charity 1145286, registered in England, company number 07149873.

Registered address: Suite 1,2 Bear Street, Barnstaple, Devon EX32 7BU.

Encompass Southwest is authorised and regulated by the Financial Conduct Authority 618752 for debt-related regulated activities. Tel: **01271 371499**

Caroline House is a 4 bed supported accommodation for women who are at high risk of harm and experiencing multiple issues linked to domestic violence, poor mental health, drug and or alcohol issues.

The purpose of this role is to ensure the health and well-being of the women living at Caroline House is maintained out of normal office hours. To provide a point of contact for residents who may need assistance, and to provide and maintain the security of the building.

We want to ensure that every women feels safe and free from harm and the role of night support worker will ensure that this is possible.

This role will be a waking position between 9pm and midnight approximately after that it will be a sleep in position and available to deal with any emergencies and waking between 8am - 9am.

Context and Main Objectives of Post

To work within a Psychologically Informed Environment and Trauma Informed Care framework with all residents of Caroline House. To deliver a range of independent and holistic solutions to aid move on into independence. Support may include but is not limited to:

- Health & Wellbeing
- Assistance with practical skills such as organising cooking evenings and ensuring that the house is kept clean.
- Meaningful occupation
- Independent living skills

Main Duties

- Ensure that Caroline House is a safe environment for all residents on site
 - To complete cleaning tasks within the communal areas of the project with the women
 - Ensure that Caroline House is secure
 - Respond promptly and positively to any issues that may arise during the night shift
 - Ensure that all administrative tasks; including the update of case files are completed effectively
 - Ensure that the handling of all medication is safe and recorded promptly
 - To ensure that a staff presence is maintained at Caroline House at all times
- Provide a point of support for residents outside of normal office hours;
- Complete case file recording, incident reporting and administration tasks such as filling
- Maintain accurate records and log any interaction with residents during the shift or concerns
- Develop a relationship of trust, care and understanding with all residents via social Interaction
- Liaise with emergency services where applicable
- Inform your line manager of any serious incident or crisis as soon as practicable
- Participate in training and contribute positively to supervision and appraisal
- Work flexibly and have the ability to swap shifts and work at weekends, holiday periods, and overnight, as required
- Ensure that house rules in regards to drugs and alcohol are maintained
- Work collaboratively with colleagues and ensure that hand over is thorough and helpful

Administration, Records and Statistics

- Prepare monthly time sheets and ensure they are submitted by the 7th of the following month.
- Actively be involved in the development of outcomes and outputs related to the project. Record, monitor, analyse and present statistics in relation to these to enable the provision of reports to funders as directed by the Chief Executive Officer, ensuring these are of a high standard.
- Remain up to date and proficient in the use of all relevant IT applications and undertake training as required.

Compliance

- The post holder will comply with and work within in the context of all Encompass policies, procedures and practices.
- Adhere to Encompass Equal Opportunities Policy, applying anti-discriminatory practice, ensuring that all services are made as accessible as possible to clients.
- Adhere to Encompass Southwest's safeguarding Policy and Procedures
- Maintain confidentiality of information about staff, clients and Encompass business and be aware of the Data Protection Act 1998 and Encompass Data Protection and Confidentiality policies and procedures.
- Comply with the Health and Safety Policy in all aspects of the work, carrying out health and safety checks in line with policy and keeping records as required.
- Attend and contribute to regular supervision job appraisal meetings with the line manager and appraisal meetings with the Chief Officer'

Post- holders will require an Enhanced CRB check.

Person Specification

Knowledge, Training & Experience:

Essential

- Extensive experience and knowledge of working with vulnerable people
- Experience of working within the homelessness sector
- Must have robust networks with relevant partner agencies or be able to swiftly build relationships if new to the area
- Ability to demonstrate a range of leadership styles to deliver the project aims.
- History of affecting real change with vulnerable individuals or families
- Experience in managing proactive and reactive workloads.
- Ability to use initiative to resolve complex problems

- Experience of working under pressure and prioritising workload
- Well organised and methodical
- Experience of assessing complex situations and making reasoned decisions
- Excellent communication skills, written and oral, together with the ability to cope well in stressful situations, being assertive when necessary, and to act tactfully and with care in conflict situations.
- Experience of working within a trauma informed care (TIC) environment when supporting clients to avoid re-traumatisation.

Communication Skills:

Essential

- Developed communication skills for delivering key messages to a range of stakeholders both statutory and voluntary sector.
- Ability to use informed persuasion and negotiation skills to influence others.
- Ability to be able to listen without judgment

Desirable

- Good presentation skills for conveying complex concepts.

Analytical:

Essential

- Ability to identify risks, anticipate issues, create solutions and to resolve problems in relation to project or service delivery.
- Ability to understand a broad range of complex information quickly and make safe decisions where opinions differ / no obvious solution.

Planning Skills

Desirable

- Evidence of planning and delivering programmes, projects and services on time.

Personal Attributes and Other Requirements:

Essential

- Methodical approach to work
- Clear thinking
- Non-judgemental, client centred approach
- Flexible
- Persistent
- Able to work under pressure
- Committed Team Worker. Ability to work alone as well as part of a Team
- Confident in handling difficult situations
- Assertive

- Self-motivated and energetic
- Sense of humour
- Relates well to client group

Desirable

- Current driving licence and use of vehicle

What we can offer YOU

- The opportunity to be part of an enthusiastic, friendly, motivated, fast growing and highly professional team working together to make a difference to some of the most marginalised people in our community.
- A supportive environment offering structured supervision allowing you the time and space to reflect on your practice and offload when necessary with a trained psychotherapist
- 28 days annual leave plus 8 recognised bank holidays (pro-rata) - valued time away to spend doing what you love.
- The opportunity to grow your skills and knowledge within a Psychologically Informed Environment (PIE) and Trauma Informed Care (TIC).