

## Job Description

<b>Job Title:</b>	Night Worker
<b>Location:</b>	Utility Street Men's <u>Homeless</u> Hostel, Belfast
<b>Reports to:</b>	Assistant Unit Manager/Unit Manager
<b>Hours:</b>	Rota system Monday – Sunday specifically awake nights.

HARMONI (formerly NIID) is a well established service led charity providing a range of services including Supported Living provision to people with a range of complex disabilities. In addition to this we also operate the Utility Street 59 Bed Homeless Hostel which specialises in the provision of temporary accommodation to homeless men.

### Purpose

The Awake Night Worker will act as the first point of contact for all clients and support other staff in the daily running of the hostel, specifically on awake nights.

### Key Duties and Responsibilities

#### Reception Services

- To greet, assist and direct all clients, visitors and the general public at the Hostel on a rota basis with other staff.
- To provide safety to the hostel by monitoring all foot traffic and CCTV as required.
- To deal effectively with telephone and answer inquiries, redirect as appropriate or take messages.
- Work on a rota basis to provide a staff presence at Reception to provide assistance both to current and prospective clients.
- Ensure there is a handover to the oncoming shift.
- General administrative duties as required.

#### Working with clients

- Act as an efficient point of contact for all new clients, providing a welcoming and sensitive reception service (**Note: It is HARMONI's objective to receive all clients who meet our criteria and rejection of clients will only happen under exceptional circumstances. In such instances, the matter should be referred to the Hostel Manager or Assistant Manager**).
- Demonstrate a clear understanding of the needs of the client group and work in an understanding and flexible manner.
- Listening to, encouraging and engaging appropriately with clients.
- Liaising with other staff regarding issues which may be raised by clients in order that a high level of support is provided.
- Record and document basic referral information to assist support work.
- Facilitate introduction of potential admissions to the Support Worker for the purposes of completing admissions and induction into the hostel.
- Facilitate emergency admittance when required of an individual who requires shelter for one night and ensure as far as is possible that they are warm and safe using standard referral documentation.
- Update paper and computerised systems and ensure that any emergency admittance of an individual is documented.

- Deal with any disputes or emergency which arise and completing appropriate documentation.
- Diffuse difficult or dangerous situations and summon assistance when necessary.

### **General Housekeeping**

- Ensuring that the building and external environment is kept clean, tidy and safe by making regular checks and taking appropriate action to maintain the condition of the building, external and communal areas.
- Ensure all defects and maintenance requests are logged and reported to the appropriate authority.
- Carry out clients room checks as required.
- Preparation and delivery of Handover Report for oncoming shift ensuring that all relevant information is given to oncoming staff members.
- Keep accurate records of any monies received from clients and ensure that all monies are kept in secure place before being transferred to oncoming day shift.
- Record receipt of mail and distribute mail to the clients the mail is addressed to.
- If and when kitchen area is used after catering staff have left, that the kitchen area, including the cooker and floors are clean and ready to use for food preparation the next day.

### **Night Shift Duties**

- Ensure that the hostel is secure by taking regular patrols of the building, monitoring of external doors and access in and out of the building.
- Ensure that breakfast cereals etc., are available for clients each morning.
- Ensure any vacant rooms are ready for occupation when required.
- Take receipt of and store any food deliveries for the catering staff during the nighttime.

### **Skills**

- A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living.
- A caring, non-judgemental approach to working with homeless people.
- A professional approach to clients and work colleagues.
- Good problem solving skills / ability to use own initiative
- Ability to deal with difficult/crisis situations
- Demonstrate effective communication skills both verbal and written

A desire to learn and to continually develop by attending relevant training, seeking feedback, and reviewing ways to do things better

In addition the postholder will be expected to adhere to the organisation's policies, procedures and standards on the following in the course of their duties:

- Confidentiality
- Equal Opportunities
- Health and Safety
- Safeguarding
- Teamwork
- Training and Development

**It is essential that staff have the ability to empathise and support individuals who are homeless and/or transitioning to independent living. Being homeless is in itself a difficult and frustrating position for anyone. In addition, many homeless individuals have needs arising from mental illness and/or substance abuse. At times this can lead to challenging behaviour on the part of a service user. From time to time there is a risk of violence or aggressive behaviour towards staff and other service users.**

**Note:** No job description can cover every issue which may arise within the post at various times. The job holder is expected to undertake, as required, any other duties compatible with the level and nature of this post and/or reasonably required by more senior members of staff.

Signed:\_\_\_\_\_

### Person Specification: Awake Night Worker

	Essential Criteria	Desirable Criteria
<b>Qualifications/Attainments</b>	A minimum of 4 GCSEs at Grades A – C including English and Maths or equivalent (QCF Level 2)	
<b>Experience/Knowledge</b>	<p>Six months <u>relevant</u> experience of working with people in special housing, residential work or another supportive environment</p> <p>Knowledge of the issues faced by adults from a homeless background or with other circumstances</p> <p>Computer literate and in particular working knowledge of Microsoft Excel and Word</p>	<p>Experience of working with the homeless and/or vulnerable client groups within a hostel or supported housing setting</p> <p>Awareness of the legislative requirements for working with vulnerable adults</p>
<b>Skills/Abilities</b>	Flexibility in hours of work and ability to cover shifts as necessary	

#### **NOTE**

**THIS POSITION IS SUBJECT TO AN ENHANCED ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.**