

Job Description

Job Title	Night Support Worker	Department	
Grade (if applicable)	E1	Location	

Job Purpose

The Night Support Worker will work across a defined geographical area assisting in the delivery of high quality, individual support service and packages to service users of Riversides ECHG's supported and Sheltered Schemes whilst working as part of a staff team that is committed to 'best practice' in the social housing field.

Accountabilities or "What You Have to Do"

- Implementing Overall safety and security, including building and security checks, and the use of new technology. Ensuring the overall safety and security of the scheme.
- Adhering to 'best practice' in meeting the requirements of health and safety legislation in all aspects of the organisation's work.
- Effectively managing incidents of crisis intervention and anti-social behaviour.
- Maintain high standards of cleanliness within schemes, preparation of rooms and site inspections.
- Effective recording of information
- Implementing policies and procedures to ensure effective service delivery.
- Ensuring culture and diversity issues have been considered across the client group and to tackle any forms of discrimination, adhering to equality and diversity procedures.
- Assisting in the delivery of clearly defined outcomes for service users.
- Assisting service users with day to day tenancy issues, payment of rent and other scheme requirements.
- Developing and promoting the highest levels of client consultation, communication and partnership in all aspects of service delivery.
- Using IT systems appropriately.
- Working in line with health and safety requirements to ensure the overall safety and security of the scheme.

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- Contributes to staff induction as appropriate.
- Conducts effective assessment of prospective residents/tenants and keep referral agency updated as appropriate.
- Recognise signs of distress in tenants and identifies ways to reduce this.
- To understand your role in the organisation and to be accountable for your contribution to maximise profitability.
- To understand how your job contributes to the overall purpose of the organisation and be accountable for delivering it in the most efficient way.
- To understand that your efforts will be client led and be accountable for positive and tangible outcomes.
- To understand that Riverside ECHG is a nationally focused organisation and to be accountable for adhering to the agreed corporate policies and procedures.
- Working as part of a multi-disciplinary staff team and meeting the requirements of a rota system, ensuring support is available across all schemes in the cluster.
- Actively involved in team meetings and attend regular supervisions.
- Working with colleagues to ensure key performance indicators (e.g. voids and arrears) are being met.
- Working in line with company policies and procedures and the requirements of funders and stakeholders to ensure effective service delivery.
- Working in line with other key agencies, both in statutory and voluntary sectors.
- Ability to use appropriate IT systems and maintain professional and timely records.
- Attending appropriate training and development opportunities as required.
- To provide a high quality, customer-orientated service championing
- “Riverside Service Style” practices
- Constantly review work outputs, setting improvement targets and appraising individual performance
- Participate in the work of the Divisional team, encouraging innovation
- Undertake personal development and training as necessary to keep up to date with legal, political, financial and other developments in the fields of housing and customer service
- To ensure compliance with Riverside’s Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality

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- To actively promote Riverside locally.
- Any other relevant duties as required by the designated manager.
- To ensure compliance with Riverside’s safeguarding policies and procedures in every aspect of service delivery.

Knowledge, Skills and Experience

Essential

- Experience of working with Vulnerable client groups
- To demonstrate IT Skills to include a basic proficiency in Microsoft Office including Word and Excel as well as a willingness to learn specific IT systems used within Riverside; and complete relevant IT training where required.

Desirable

- Administration experience

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