

Job Description

Job Title	Night Assistant	Department	Care and Support
Grade (if applicable)	D2 + 10% Night Shift Allowance	Location	

Job Purpose

The Night Assistant will work across a defined geographical area assisting in the delivery of a high quality support and housing service to clients and will assist in the delivery of support and security to clients of our supported schemes.

Accountabilities or “What You Have to Do”

- Have an awareness of the clients groups support needs, and contribute as directed to the delivery their agreed outcomes.
- Implementing night security systems, ensuring overall safety and security of the scheme.
- Meeting the requirements of health and safety policies and practices.
- Effectively dealing with anti-social behaviour.
- Maintain high standards of cleanliness within schemes, preparation of rooms and site inspections.
- Effective recording of information including adding updates to the Support database.
- 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.
- Promote and encourage a high level of client involvement, consultation and communication.
- Assisting service users with day-to-day tenancy issues, payment of rent and other scheme requirements.
- Using IT systems appropriately.
- Responds to faults as discovered.
- Advises management promptly of any signs of problems or concerns about a client.
- Encourages clients to contribute and take ownership of support/care plans.
- To work, under direction, supporting clients to help them achieve their agreed outcomes.
- Service delivery

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16/05/17	CAS/OP/NT/V1.0	TA	16/05/18

- 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 is a nationally focused organisation and to be accountable for adhering to the agreed corporate policies and procedures
- Working within a multi-disciplinary team of housing and support staff, and meeting the requirements of a rota system, ensuring support is available within a defined geography, i.e., small group of schemes
- Involved in team meetings, training events and attending regular supervisions, as appropriate.
- Assisting colleagues in meeting key performance indicators (e.g. voids arrears and outcome targets).
- Adhering to equality and diversity policies in all aspects of service delivery.
- Assisting support team colleagues in the delivery of service user support plans.
- Liaising with colleagues to ensure that the support service promotes empowerment and independence. Ensuring effective exchanges of information with team members and day staff.
- Reporting repairs to maintenance contractors by using appropriate systems.
- Other duties
- 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
- 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.

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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 Care and Support; and complete relevant IT training where required.

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Competency Framework

Deliver the Vision
<ul style="list-style-type: none"> Focuses on the company's goals, understands its direction and contributes to its overall success.
Focus on Performance
<ul style="list-style-type: none"> Takes ownership of the performance and development of themselves, supports the development of others.
Strive for Excellence
<ul style="list-style-type: none"> Continually looks for ways to improve the service provided by self, team and the organisation.
Be Commercially Minded
<ul style="list-style-type: none"> Aware of the need to add value to support economic, sustainable growth for the organisation.

Additional Information
<ul style="list-style-type: none"> The role holder is expected to be committed to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken.

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