

Job Title	Spring of Hope Bank Night Support Worker	Salary Grading:	Occupational Requirements:	Status	Work pattern	DBS Requirement:
Reports to	Spring of Hope Manager	Ministry Support	Female	Casual	Night shifts: 9:30pm to 8:30am Bank Staff – with shifts offered as they become available	Enhanced check (including Barred List)
Job purpose	To enable the mission of Jesus Christ through working night shifts at Spring of Hope which provides emergency and temporary accommodation, and associated support services, to vulnerable women who may have complex needs.					
Key Responsibilities		Experiences and Qualifications			Job Dimension	
<p>Support Working</p> <ul style="list-style-type: none"> ○ Oversee the night shelter, of up to 12 women at any one time, during the evening, night and morning. ○ Ensure the safe and smooth running of the service throughout the shift. ○ Provide and promote a mutually caring and safe environment for all who are in the building: clients, staff and volunteers drawing upon Trauma and Psychologically Informed approaches. ○ Risk assess and respond to client referrals having person centred approach with new and emergency cases. ○ Support clients who are unable to settle overnight, whilst helping them to respect the needs of others. ○ Complete and maintain accurate client records and handover notes. ○ Manage client situations and behaviours in keeping with the house rules. ○ Provide for clients' needs with on-site provisions of clothing and toiletries. <p>General Duties</p> <ul style="list-style-type: none"> ○ Support any call outs required to repair and maintenance contractors where emergency repairs are required, or log the details with the Admin Officer. ○ Respond to phone calls, messages, entry phone, any alarms activated during the evening and overnight, and CCTV incidents. ○ Ensure that the property remains clean, tidy and in good order at all times. ○ Comply with H&S, Safeguarding, Data Protection and service policies, procedures and guidelines. ○ To participate in tasks and other activities that further the work of inHope from time-to-time. 		<p>Person Statement</p> <p>A confident and boundaried person with understanding and compassion towards the client group. Person centred with a sense of calling to clients and the aims of the service.</p> <p>Key Skills, Experiences and Qualities</p> <p>Essential</p> <ul style="list-style-type: none"> ● Maths and English to GCSE Grade C or equivalent (e.g. BTEC Health and Social Care L2), and completed their secondary education. ● Experience of working in a Psychological Informed Environment and with Trauma Informed practices. ● Experience of working individually and with a team in a challenging and demanding environment. ● Confident and clear communicator with people who have complex issues and needs. ● Experience of supporting vulnerable women as they address issues and progress towards sustainable lives. ● Positive, optimistic and resourceful when dealing with challenges and the ability to deal calmly with unexpected situations and crises. ● Non-judgemental when working with people from diverse backgrounds and with unfamiliar life experiences. ● Ability to plan and manage your time effectively; working on your own or as part of a team. ● Experienced in the use of Windows based IT tools. <p>Desirable</p> <ul style="list-style-type: none"> ● First Aid trained and Fire Marshal trained. ● Mental Health First Aid Trained. ● Awareness of H&S requirements. 			<p>Team</p> <p>The Spring of Hope team operate in a key client facing area of inHope. Working in partnership with other service areas and supporting functions to deliver the overall purposes of the charity whilst also working in close partnership with local agencies. Whilst this is a night work role, it is hoped that a sense of team will be present.</p> <p>Key Relationships</p> <ul style="list-style-type: none"> ● Line managed by the Spring of Hope Manager with regular conversations to communicate on progress against role requirements and planned activities. ● Operational responsibility for the service when on shift; supported by the service manager. ● To work effectively with colleagues in providing a service which fosters positive move-on for clients. ● To work cooperatively with colleagues to have effective handovers at the start and end of each shift. ● To work cooperatively with managers and staff from across inHope. ● A fully participative member of the staff team, with flexibility whilst respecting the limits of the shift working, attending staff meetings and training activities in keeping with the needs of the role. ● To positively engage with individual and team external supervision, appropriate self-development and external training. ● To build good and supportive working relationships with the whole staff team where practicable. 	