



Night SW/Duty Officer- November 2013

## **JOB DESCRIPTION**

TITLE:	Night Support Worker/Duty Officer
ACCOUNTABLE TO:	Head of Family Services
LOCATION:	Cotton Hall Farm, Chester.

### **Safeguarding**

Save the Family requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

### **Values and Attitude**

All Save the Family employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high quality services to clients to create a society where all are valued and encouraged.

In return, Save the Family will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

### **Role**

To ensure that the accommodation provided to the residents is safe and secure through the provision of security and door control. This includes controlling access to buildings, being the first point of contact for all emergencies and carrying out Health and Safety checks. To respond to any emergencies during the night and take appropriate action. To provide support to residents as appropriate to their needs.

### **Main Duties and Responsibilities**

#### **Site Security**

- Provide basic first contact advice and security to residents and to contact the On Call service/emergency services if appropriate
- Ensure a safe and secure environment, assisting to maintain high standards within the project by logging and recording any maintenance issues in accordance with procedures and assisting with maintenance of the building, furniture and fittings as appropriate
- Actively ensure the security of the building through regular Health and Safety Checks and the monitoring of CCTV systems
- Deal with emergency situations taking action in the event of a fire or other incidents and being responsible for calling emergency services in an appropriate manner



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- Keep appropriate records of all work and activities within the site, in accordance with Policy and Procedure
- Ensure the smooth running of the building; adhering to rules, policies and procedures as required
- Report any maintenance issues to the Facilities/Health and Safety Manager.

### **Residential Support**

- Provide practical support, as far as is required during the night to enable and empower residents in routines and basic life skills
- To develop and maintain appropriate and effective communication with families, adhering the Save the Family's confidentiality policies
- To work as part of a team to provide efficient and structured support to encourage consistency and maintain standards across the department
- Treat residents with dignity and respect ensuring you remain calm and objective when dealing with difficult or problematic situations
- Be aware and report any Safeguarding and vulnerable adult's issues, within the appropriate timeframe, adhering to policies and procedures at all times

### **General requirements**

- Complement and support the work of other staff by the recording and handing over of relevant information after each shift.
- To complete all relevant paperwork and evidence as required by funders and regulators
- Ensure that any repairs needed are communicated
- Adhere to all Save the Family risk assessments
- Abide by the code of conduct for employees at all times
- Ensure all duties are carried out in accordance with Save the Family's health and safety policies and procedures
- Take an active role in supervisions and appraisals
- Attend compulsory and other training sessions, to support continued person development
- Act as a positive ambassador for Save the Family at all times
- Positively contribute to the achievement of Save the Family's mission and objectives
- Ensure that all Save the Family's Policies and Procedures are adhered to at all times
- Undertake any other duties as may reasonably be expected of the post holder.



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**NB: This Job Description forms part of the Contract of Employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management's discretion in the future. As a general term of employment, the Charity may affect any necessary change in job content, or may require the post holder to undertake other duties, at any location in the Charity's service, provided that such changes are appropriate to the employee's remuneration and status.**

**I confirm that I have read and agree to carry out the duties and responsibilities contained in this job description.**

Name (Please print): \_\_\_\_\_

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

Date: \_\_\_\_\_

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**Person Specification**

<b>Post:</b> Night Support Worker/Duty Officer		
<b>CRITERIA</b>	<b>ESSENTIAL / DESIRABLE</b>	<b>METHOD of IDENTIFICATION</b>
<b>Qualifications:</b>		
Good Standard of general education (i.e. A-C in English and Maths GCSE or equivalent)	Essential	Application Form
NVQ/QCF in Health and Social Care, or equivalent	Essential	Application Form
Level 2 Award in Security Guarding (e.g. Edexcel, City & Guilds), or equivalent.	Desirable	Application Form
<b>Proven Experience:</b>		
Experience of working within a similar environment with Vulnerable/'At Risk' Adults and Children	Essential	Application Form/Interview
Working knowledge of Health and Safety Practice	Essential	Application Form/Interview
Experience of managing overnight security, preferably in a residential setting	Essential	Application Form
Experience of monitoring CCTV systems and managing Health and Safety issues	Essential	Application Form
<b>Knowledge, skills and abilities:</b>		
Compassionate, sympathetic person with empathy and understanding of the needs of homeless and excluded families	Essential	Application Form/Interview
Attention to detail	Essential	Application Form/Interview
Ability to prioritise workload	Essential	Application Form/Interview
Ability to work on own initiative	Essential	Application Form/Interview
Precise and accurate written Communication	Essential	Application Form/Interview
Full driving licence	Essential	Application Form
	Desirable	



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Clean driving licence		Application Form
<b>Other Attributes:</b>		
Ability to work as part of a team or as a lone worker	Essential	Application Form/Interview
Confidential, tactful and diplomatic	Essential	Interview
Ability to work unsociable hours, as this role requires that the post holder does sleep-ins	Essential	Interview
Polite, cheerful and helpful attitude	Essential	Interview