

Job Title	Spring of Hope Sleeping-In Night Support Worker	Salary Grading:	Ministry Support T6.0 – T6.6 Waking Hourly pay rate Sleep in payment	Occupational Requirements:	Female	Status	Permanent	Work pattern	Night shift pattern: 9:30pm to 11pm 11pm to 7am (Sleeping In) 7am to 8:30am	DBS Requirement:	Enhanced check (including Barred List)
Reports to	Spring of Hope Manager										
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"> Support the Waking Night Support Worker with overseeing the night shelter, of up to 8 women during the evening and morning and ensure the safe and smooth running of the service. 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. Respond and risk assess routine and emergency referrals into the night shelter having a person-centred approach. Support the Waking Night Support Worker during the night when called upon and required to help clients who are unable to settle overnight, whilst helping them to respect the needs of others, manage their situations and behaviours in keeping with the house rules. Prepare and organise paperwork relating to referrals including data input on client management system. Complete and maintain accurate client records and handover notes. 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. Intermediate proficiency using M365 apps and web-based systems. <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 operates in a key client facing area of inHope. Collaborating with other service areas and supporting functions to deliver the overall purposes of the charity, while also working in close partnership with local agencies. Whilst this is a night work role, it is hoped that a sense of being part of a 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. Assist the Waking Night staff who hold operational responsibility for the service 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. 				