

## **Outline**

<b>Job Title:</b>	<b>Supported Accommodation Shift Worker</b>
<b>Location:</b>	Rushden
<b>Shifts:</b>	Variable shifts allocated on a 4-week rota basis, over 24 hours. The shifts are generally a mixture evenings (3:30pm – 10:30pm) and sleeping night shifts. Each four week period there is a full rest week. Shifts will be discussed further at interview.
<b>Salary:</b>	£10.42 per hour for waking shifts £95 set rate for sleeping shifts

## **Job Description**

Encompass runs a homeless accommodation provision for those in need of short to medium term accommodation, with the aim of moving them into permanent living.

We are looking to recruit individuals who motivated, passionate, and dedicated to join our team. You will work as part of a team to look after the day to day running of the project and to promote a calm and constructive environment. The role will respond proactively to issues, emergencies and other issues that may arise and will be a key part of ensuring the house runs smoothly. You will also be responsible for supporting clients in their journey with us.

Post holders will build working relationships with the individuals to best support them but will work within house policies and procedures. The postholders will undertake lone working on site and will be responsible for their safety and the safety of the residents, working within the boundaries of the project.

The ideal candidates will have good communication skills and be passionate about helping those who may have experienced homelessness. You will work with empathy but adhere to the policies and procedures of the project. Previous experience in a health/social care or community work setting is preferable although not necessary.

What is necessary is the ability to be dedicated to the project and individuals we support and transferable skills to bring to the role. Training will be provided.

*Please note, we will be shortlisting and interviewing on a rolling basis so please apply as soon as possible.*

## **Main Responsibilities**

### **Housing Management Functions**

- To be the primary responsible person on shift
- To address any issues that arise
- To manage and enforce project rules.
- To monitor project activity and maintain appropriate records.
- To address and report maintenance issues to day staff
- To ensure health and safety monitoring is carried out and recorded accurately.
- To ensure hygiene and cleanliness standards are maintained at all times.
- To complete Housing Management tasks left by daytime staff
- Assist with induction of residents and help them settle into the project.

- Process client paperwork as per liaison with day staff



### **Client Support**

- To work with the team to support a client in their journey, working with them to address issues and access resources to support them
- To complete paperwork with the client to help with their current and future tenancies
- To keep all records up to date on our database

### **General**

- To adhere to lone working procedures
- Provide accurate shift handovers to support colleagues ensuring the smooth running of the project.
- Be able to challenge in an assertive, yet empathetic way any unacceptable behaviour.
- Treat all clients fairly and equally.

*The above is not a comprehensive task list but is illustrative of what the role will entail, and we reserve the right to change and review the job description and responsibilities. Job descriptions will be subject to review and possible change on an annual basis subject to project and charity priorities.*

### **To apply:**

**Closing date:** We will be reviewing applications on a rolling basis as we wish to appoint to this role quickly. Please submit your application as soon as possible.

**To apply:** Please send your CV and a supporting statement (no more than two A4 pages), outlining why you are interested in the role and how you match the person specification, to [amy.byfield@encompasscharity.org.uk](mailto:amy.byfield@encompasscharity.org.uk). For more details or to discuss further, please get in touch with Amy on [amy.byfield@encompasscharity.org.uk](mailto:amy.byfield@encompasscharity.org.uk) or call 01933 733001

*Encompass is an equal opportunity employer and is committed to ensuring that the terms and conditions of employment of the employee and potential employee are equitable and non-discriminatory. This means that job applicants, employees and volunteers will be treated fairly regardless of their sex, marital status, sexual orientation, gender reassignment, race, ethnic origin, disability, religion or religious beliefs.*

<b>Criteria</b>	
<b>Experience</b>	
Experience of working with and supporting vulnerable people, ideally in a residential or care setting	Desirable
Experience of working under pressure or in high pressured situations, responding to crisis situations or dealing with escalations	Desirable
<b>Knowledge</b>	
Knowledge of the issues facing those with housing and homelessness difficulties	Essential
Basic knowledge of substance misuse	Desirable
Basic knowledge of mental health issues	Desirable
Basic understanding of welfare benefits system	Desirable
<b>Skills</b>	
IT skills, including Microsoft office and internet use, or willingness to learn	Essential
A capacity to handle stress and responsibility & remain enthusiastic and motivated in a demanding role.	Essential
Able to work within a team as well as independently, taking initiative and responsibility for tasks	Essential
Able to communicate very well with a wide range of people and using these skills to build positive professional relationships with clients	Essential
Ability to make difficult decisions when required and to manage and de-escalate difficult situations	Essential
Good computer literacy skills	Essential
Ability to speak another language would be beneficial	Essential
<b>Other</b>	
Enhanced Adult workforce DBS (can be applied for upon successful application)	Essential
Two references – one must be professional	Essential