

<b>JOB DESCRIPTION</b>	<b>WAKING NIGHTS SUPPORT WORKER</b>
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## 1. Post Details

Post Title:	Waking Nights Support Worker
Location:	Across locations
Salary Scale/Grade:	
Line Manager:	Service Manager

## 2. Job Summary

Therapeutic optimism is at the heart of our work. Bridge believes that all clients with mental health problems can achieve and make positive changes to their lives as they move along their pathway of recovery.

The role of a dedicated Night Support Worker is primarily one of providing support and looking after the wellbeing of the clients between the hours of 9pm and 8.30am.

The principle tasks of this position are given below, however they do not represent an exclusive or static list of responsibilities. From time to time the job description will be reviewed and amended, to reflect the change in demands of the work.

## Job Role

### Client Support

1. Engage with clients within established boundaries in order to build rapport.
2. Provide social, emotional and practical support to clients throughout the shift.
3. Observe the presentation of clients and communicate any observations/concerns in line with communication guidance.
4. Document any interaction with clients.
5. Be responsive to the presentation of clients and take reasonable precautions to manage risk, including deescalating and seeking appropriate assistance when necessary, from emergency services.
6. To act as a triage service for Bridge On-call service
7. To liaise with night concierge worker across Essex Services
8. Respect and promote the rights of clients, ensuring that good practice is maintained.



9. Work in accordance with confidentiality legislation/guidance.

### **Development**

1. Engage in regular supervision with line manager.
2. Attend Team Meetings during the day as required.
3. Participate in all training offered during the day.
4. Engage in self-directed learning specific to client group/nature of work

### **Organisational Responsibilities**

1. Represent Bridge Support in a professional manner at all times.
2. Work according to Bridge Support policies and procedures and other guidance/training ensuring the service is run in line with the highest standards of management during the night shift.
3. Take all reasonable precautions for the health and safety of the clients and staff and also for the security of the building and its contents.
4. Assist in the induction of other staff and bank and agency staff who work on nights.
5. Maintain all written records with up-to-date, clear, comprehensive and appropriate information.
6. Comply with all policies and procedures and financial regulations.
7. Ensure that the Bridge Support Equal Opportunities policy is always promoted in the conduct of the organisation's business.

### **General**

1. Undertake cleaning duties as required.
2. Report any building issues to management and the Housing Officer/Housing Provider as soon as possible.
3. Any other duties within the scope of the post as directed by the Line Manager.

***This post is subject to the requirements of a six-month probationary period.***

**PERSON SPECIFICATION: FLEXIBLE SUPPORT WORKER**

CRITERIA	ESSENTIAL	DESIRABLE
<b>Qualifications/ Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working with adults with enduring mental health needs or a similar field</li> <li>• A good standard of education and relevant skills, knowledge and experience</li> <li>• Experience of supporting client move on to independence within a time defined recovery path</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with people with Dual Diagnosis and complex needs</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Understanding of housing management issues</li> <li>• Understanding of Dual Diagnosis and complex needs</li> <li>• Knowledge of Mental Health Act</li> <li>• Knowledge of Housing Acts and legislation</li> </ul>	
<b>Skills/ Abilities</b>	<ul style="list-style-type: none"> <li>• Able to work flexibly across 7 days a week on a shift rota basis</li> <li>• Able to develop good working relationships with clients</li> <li>• Ability to recognise ill health and need for intervention</li> <li>• Demonstrate sensitivity and ability to work alongside and with our client group</li> <li>• Ability to establish and maintain rapport and relate positively to people from diverse backgrounds and cultures</li> <li>• Maintain professional boundaries at all times</li> <li>• Able to use supervision effectively</li> <li>• Able to work independently, take initiative and responsibility for time management, own work load and continuing professional development</li> </ul>	

	<ul style="list-style-type: none"> <li>• Experience of contributing to and participating in effective team work</li> <li>• Good verbal and written communication skills with clients and colleagues</li> <li>• Able to work within administrative and financial procedures</li> <li>• Understand their own needs and the impact of work place stress</li> </ul>	
<b>Equal Opportunities</b>	<ul style="list-style-type: none"> <li>• Awareness of diversity and equal opportunities best practice and implications in supporting service delivery</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Commitment to self-directed learning about our client group</li> <li>• Commitment to taking up training opportunities to further knowledge relevant to post</li> </ul>	