

NAME:

JOB DESCRIPTION:

Night Support Staff

RESPONSIBLE TO:

Support Manager

JOB PURPOSE:

DUTIES AND RESPONSIBILITIES: RECEPTION

1. Receive / Hand over from Duty Housing Officer, switch on short wave radio, check radio contact with second night person.
2. Ensure that the Central Court Reception is manned at all times, except on those occasions when left to carry out official tasks.
3. Ensure Central Court Reception / Housing Office is secure when leaving
4. Answer telephone, put calls through to residents (in Hostel public address system should not be used after midnight), handle any enquiries.
5. At end of shift place short wave radio in recharge unit (ensuring you have switched off first)

DUTIES AND RESPONSIBILITIES: RESIDENT SUPPORT

1. Taking of messages for residents, distributing mail, being conscious at all times of YMCA confidentiality policy.
2. Answer residents enquiries and complaints, giving assistance where appropriate.
3. Log all incidents, all contact with support staff in night person' diary
4. Carry out welfare checks on clients not seen during the day, according to the welfare checklist.

5. Dependent upon an individual client's presentation, if necessary contact the Crisis Team, and email the relevant client's HSO.
6. Manage any nuisance behaviour e.g. noise, disturbances
7. Attend breakfast service during the week.

DUTIES AND RESPONSIBILITIES: SECURITY

1. Carry out regular security checks of YMCA premises, checking all doors and locking where required, advising second night person when you leave base, identifying and recording any faults or damage
2. Ensuring security of site and safety of residents by checking all non-residents have left the premises and been signed out.
3. Monitor security of building using CCTV. Keep in regular contact with second night person by use of short wave radio, enlisting their help and support before leaving base to investigate – fire alarms, residents' disputes/complaints etc.
4. Sign in keys and handover relevant information at the end of shift to the Duty Housing Officer

DUTIES AND RESPONSIBILITIES: HEALTH & SAFETY

1. Check all fire extinguishers during walk around, record any missing tags and replace. Once per month (15th) do a full extinguisher check and record in the appropriate log.
2. Walk around the site, check public areas for any maintenance issues and record. Resolve any immediate maintenance problems that present a health & safety risk.
3. Stock checks on cleaning materials, consumables, Personal Protective Equipment and submitting orders internally to Caretaker.
4. Complete Health and Safety related training within set timescales.

5. In case of emergency and after consultation with second night person, contact emergency services, i.e. Fire Brigade, Ambulance, On Call Doctor or Police
6. Contacting on call support staff if after consultation with second night person you are unable to deal with situation

DUTIES AND RESPONSIBILITIES: CRASHPAD & SEVERE WEATHER PROVISION

1. Show the client to their room, explain the rules and take breakfast orders.
2. Ensure the safety and security of the three clients staying with us.
3. Deliver breakfasts before leaving.

DUTIES AND RESPONSIBILITIES: ADMINISTRATION

1. Basic administration and photocopying
2. Complete assigned training
3. Attend and participate in staff meetings
4. Adhere to all St Helens YMCA Policies and Procedures
5. Any other associated duties as directed by your Line Manager

In addition to the duties and responsibilities listed, the job holder is required to perform other duties assigned by the Line Manager / the Duty Person (i.e. Housing Support Officer) from time to time.