

Job Title:	Night Worker
Project:	Supported Accommodation
Duration:	Permanent
Responsible to:	Team Leader
DBS required:	Yes - enhanced
Salary:	£25,301.89 per annum
Hour:	35 hours per week, four days on, four days off rota
Benefits:	Health Plan Work Place Pension
Job Role:	For this role, we are looking for a proactive and responsible individual to oversee the health, safety and security of the building throughout the night. The successful candidate will carry out regular health and safety checks of the building to ensure everyone's safety, monitor CCTV systems, maintain a safe and secure environment, and respond appropriately to any incidents, emergencies or safeguarding concerns that arise during their shift. They will ensure that all building procedures are followed, that the premises remain secure overnight, and that any issues are reported and escalated in line with organisational policies. The post holder will also play an important role in supporting the wellbeing of residents during the night, providing a calm, reassuring and approachable presence, offering a listening ear when needed, and helping to create a supportive atmosphere. Accurate record-keeping is essential, including the completion of all required paperwork, incident reports and welfare checks. The successful candidate will ensure that clear, comprehensive and professional handovers are provided to the daytime team at the end of each shift, enabling continuity of support, effective communication between colleagues, and the timely sharing of any concerns, incidents or actions taken overnight. Applicants should have a minimum of one year's experience in a frontline role. Experience of working with individuals with complex needs, such as substance misuse, mental health challenges, or multiple disadvantages, is essential. Candidates must demonstrate a commitment to high-quality, person-centred practice.

Key Responsibilities

This is a permanent position. The successful candidate will be required to work night shifts as part of a rota and demonstrate a commitment to delivering high-quality, person-centred support within a supported housing environment. This job description is intended to provide a guide to the general duties and responsibilities of the post. It will be reviewed regularly and may be subject to change to better meet the needs of the service. The above list is not exhaustive and members of staff may be asked to undertake other connected duties as directed by their Line Manager.

- Provide a responsive and person-centred service to individuals, offering practical support and reassurance where required. Support residents to access emergency assistance and appropriate services when required, signposting and referring to specialist agencies where appropriate.
- Conduct regular health and safety checks throughout the building.
- Respond appropriately to incidents, emergencies, and safeguarding concerns.
- Ensure compliance with building procedures and organisational policies.
- Report and escalate maintenance, safety, or welfare concerns as required.
- Provide a calm, supportive, and approachable presence for residents during the night.
- Carry out resident welfare checks and respond to wellbeing concerns.
- Complete accurate records, including incident reports and shift documentation.
- Work independently and effectively in a lone-working environment.
- Deliver clear, accurate, and comprehensive handovers to the team.
- Maintain a safe, secure, and welcoming environment for residents.
- Support individuals with complex needs in a professional and person-centred manner.
- Strong IT skills, including excellent typing skills, the ability to use Microsoft Office applications, communication via email, and completion of support plans and document templates, are essential.
- Monitor CCTV systems, access to the building, manage visitor procedures, ensure all security protocols are followed and maintain a contact log of any client contact.
- Carry out minor maintenance tasks and light cleaning duties as required to help maintain a safe, clean, and welcoming environment.
- Build positive and professional relationships with residents, colleagues, and partner agencies, maintaining appropriate professional boundaries at all times.
- Attend training, supervision, and team meetings as required to maintain professional knowledge and standards.

Person Specification

Essential Qualifications & Experience

- At least one year's experience of working in a support, housing, health and social care, security, or related environment.
- Experience of supporting vulnerable individuals with complex needs in a person-centred and professional manner.
- Experience of responding appropriately to incidents, emergencies, safeguarding concerns, or challenging situations.
- Experience of lone working.
- Experience of maintaining accurate records, reports, and documentation.
- Good understanding of professional boundaries and confidentiality.
- Knowledge of health and safety requirements within a supported housing setting.

Essential Knowledge

- Understanding of person-centred support and safeguarding principles.
- Knowledge of health and safety responsibilities and risk management.
- Understanding of the needs and challenges faced by individuals with complex needs, such as mental health, substance misuse, homelessness, or social exclusion.
- Awareness of equality, diversity, inclusion, and safeguarding practices.
- Understanding of the importance of maintaining professional boundaries and promoting resident independence.
- Knowledge of security procedures and maintaining a safe environment.

Essential Skills & Abilities

- Communication Skills
- Excellent verbal communication skills with the ability to build positive relationships with residents, colleagues, and partner agencies.
- Strong written communication skills with the ability to complete clear, accurate, and comprehensive reports, support notes, referrals, risk assessments, and incident records.
- Ability to provide clear and effective handovers to colleagues.
- Strong IT skills, including proficiency in Microsoft Office applications.
- Ability to communicate effectively via email and electronic systems.
- Experience completing document templates accurately and efficiently.
- Good typing and administrative skills with attention to detail.

Other Requirements

- Ability to attend training, supervision sessions, and team meetings.
- Qualification in Health & Social Care, Housing, Security, or a related field.
- Experience of working within supported housing, homelessness services, residential care, mental health services, or community support settings.