

JOB DESCRIPTION

EAS Overnight Worker (3 or 4 nights/week)

(Emergency Accommodation Service)
V1.0 - Oct 21



Reporting to Emergency Accommodation Supervisor

The Hope Hub Charity was formed in December 2017 in response to a defined need to serve those who are homeless, at risk of becoming homeless, in financial hardship, unemployed and/or suffering with mental health difficulties and/or addiction(s) working in partnership with Surrey Heath Borough Council.

The Hope Hub will be managing a new Emergency Accommodation Service (EAS) in partnership with Surrey Heath Borough Council as a 7-day / week service in Camberley, Surrey. The service will provide a room, breakfast and evening meal for homeless people with a local connection to SHBC on a short-term basis and Service Users will access The Hope Hub day services and be actively supported by the frontline Case Workers and Mental Health & Wellbeing Case Workers as part of the wrap around service to support each person into permanent or supported safe accommodation.

This is an exciting NEW role with a busy, frontline charity and you will have the opportunity to make a considerable difference across the Borough of Surrey Heath.

About the Role:

The primary focus of this post is to ensure:

- The overnight operational and health and safety procedures are followed at all times.
- The safety of the short term tenants whilst in the property.
- The set up, overseeing and tidying of the 'buffet style' breakfast and hot drink options.
- Ensuring the short term tenants safely and quietly vacate the property at 08.30 am each morning when on duty.
- Tidying as necessary, each area that has been in use as part of the morning safety checks.
- Leaving the property securely each morning at 09.00am completing a handover email/notes for the day service to address during the day.

About the Service:

The house will be open for the referred and accepted Service Users to access from 18.00 hrs to 08.30am and staffed from 17.30hrs to 09.00am each day. The Evening Case Worker(s) will keep the house safe and in good order at all times, ensure an evening meal and breakfast options is available and follow the operating processes and timings set out.

The EAS Overnight Worker will take over responsibility for the safe operation of the Emergency Accommodation Service from 23.00hrs to the Service Users vacating the building at 08.30am and, after tidying up, checking the building and carrying out a safety

check vacate the property at 09.00am each morning on shift. Detailed procedures will be set out and training given upon joining.

You will be able to phone a Supervisor/Manager should a situation arise you are unsure of. In the event of an emergency, 999 or 111 should be called. Any incidents of this nature are to be recorded following the Incident reporting procedure.

The post holder(s) will also oversee any Volunteer(s) that may assist on the overnight shift from time to time.

Working Hours: 3 or 4 nights / week (to be agreed) : 23.00hrs-09.00am

This post would suit someone who is comfortable and confident lone working and ideally has some experience and appropriate empathy of vulnerable people aged 18+. The Hope Hub provides a comprehensive range of services across the Borough designed to empower and appropriately challenge individuals to move their lives towards independence and / or employment. Monitoring and recording Service User progression is a key part of this role and our partnership work with Surrey Heath Borough Council and you will be trained to use the CRM as necessary to capture this data. Training will be provided in all areas.

Important Internal Relationships:

All Hope team members, Volunteers and Hope Hub Service Users.

Important External Relationships & Stakeholders:

Statutory Services including SHBC, CCG (including CMHRS/ICT), GP's, Hospitals, Housing, Community Safety, Housing benefit, Countryside Rangers, Car Parks, Other Local Authorities as necessary. Adult Social Care, Housing and housing support providers, Health and mental health providers, Surrey Police, Probation Service.

Voluntary Services, Churches/Faith groups, Business, Community Supporters and ALL Funders, Donor(s).

Planning, Organising and Prioritising

- To work cooperatively with all team members, volunteers and Service Users in a time-flexible way.
- Ensure that Service User records are kept with contributions from all partners/practitioners on the CRM system and captured for reporting timed interventions.

Customer Service

- To be approachable and able to communicate appropriately and effectively with Hope Hub Team, Volunteers and Service Users.
- To encourage progress with Service Users and communicate with Hope Hub team as appropriate.
- To always value Volunteers and show appreciation for their contribution and also when receiving a delivery/donated item(s).

Health and Safety

Understanding of and ability to work within policies covering: safeguarding, risk assessment(s), information sharing, GDPR, equalities and diversity, lone working and health and safety.

All Hope Team members are responsible for the safety of the building, clear corridors, escape route(s) and staff and trained regular volunteers should also be encouraged to monitor at all times.

General

- Willingness to attend and participate in training/workshops.
- Be reliable, prompt and conscientious in carrying out this work.
- Due to the nature of the role, the post holder will need an enhanced DBS.
- The post holder will be fully supported by the EAS Supervisor and Head of Operations with regular review meetings and contact.

About The Hope Hub

- The Hope Hub is a faith based, frontline, busy Charity and operates as a 'team'. You will need to be prepared to roll your sleeves up, use your initiative and do what needs to be done within the guidelines and training undertaken.
- Be a reliable team player where everyone counts, whether a beneficiary, volunteer or a member of the staff Hope Team.

Hours of Work/Pay Rate

- **3 or 4** days per week usually worked between 17.30 – 23.00hrs based on a rota prepared by the EAS Supervisor or Head of Operations.
- Hourly Rate of £12.50 per hour.
- It may occasionally be necessary to attend meetings or training outside of these hours for which time off in lieu will be given.
- All appointments are made on the basis of a 3-month probationary period with an initial monthly review.
- Annual leave entitlement is based on 25 days per annum (pro rata for part time workers and excluding any bank holidays worked).
- The Hope Hub operates a Stakeholder Pension Scheme for permanent staff in accordance with government regulations.

Person Specification and Qualifications

Please note:

The criteria specified on this form will be used as guidance when short listing all applications and during the selection process. Please ensure you provide evidence within your application, giving examples where appropriate, as to how you meet the specified requirement for the job.

KNOWLEDGE & EXPERTISE (including qualifications/education, training, experience, skills, ability and knowledge):

Desirable:

- Basic education.
- Track record and experience in working with adults (18+).

- Good verbal and written communication skills with the ability to prepare good handover notes for the day time Team Members and Evening Case Worker(s).
- Ability to communicate well verbally, have a warm personality and an encouraging manner so Service Users respond to you.
- Be organised and methodical in all record keeping processes with reasonable IT skills. Training will be given.
- A commitment to equality of opportunity and an ability to work with diverse communities.
- Awareness of the importance of working in partnership with the statutory, voluntary and community sectors to achieve shared goals and follow procedures accordingly.
- Awareness of mental health behaviour(s) around substance misuse and/or mental health difficulties and supporting positive change / well-being. Training will be given.
- Ability to remain calm in sometimes challenging situations.
- Organised, honest, team player and able to manage time effectively to meet specified deadlines and maximising resources.

Comprehensive Training will be provided but any of the following will be useful:

- Current L2 Emergency First Aid in the Workplace.
- Safeguarding & Lone Working training.
- Anger Awareness/Management & Coping Mechanisms,
- Domestic abuse training.
- Knowledge of current Criminal Justice / Youth Justice systems.
- Knowledge of anti-social behaviour legislation and process.
- Knowledge of GDPR and sharing sensitive data.

IMPACT UPON THE ORGANISATION AND THE COMMUNITY:

- Ability and enthusiasm to professionally represent The Hope Hub advocating for individuals/service users with:
- Internal and external stakeholders, promoting a positive image of The Hope Team and Services.
- Committed to the purposes and development of The Hope Hub so that our SERVICES PATHWAY can be appropriately developed according to the needs of our Service Users.
- Able to present and discuss ideas with Head of Operations, team members and prioritise actions.

Maintain confidentiality and professionalism at all times.

HEALTH & SAFETY:

- Understanding of health and safety issues, including lone working.
- Ability to undertake risk assessments. (training will be given).
- Ability to keep up to date with H&S policies and procedures, making adjustments to ensure safe and healthy working practices.
- Adhere to emergency evacuation situations from the building following procedures accordingly.