

Post:	Night Support Assistant
Delegated Authority	Level 8
Team:	SHP Lewisham Young Peoples Team
Responsible to:	Service Manager
Responsible for:	N/A

Job Purpose

You will be based at one fixed site in Lewisham & be responsible for providing housing support for young people placed by Lewisham Pathways. You will be expected to work within SHP's policy and procedural framework, as well as local Pathway procedures. As part of the team you will provide a person centred, flexible & responsive service to the young people.

Night Support Assistants will be working alongside project workers & support assistants & all will be working under the direction of the Manager to provide support to the young people we accommodate.

Night Support Assistants will take part in the overnight running of the schemes. Working with the young people in accordance with their agreed Support Plans. The role forms a key role within the service as Night Support Assistants are the point of contact for incidents & late night events, such as evening activities. You will act as the lead with all interactions with the young people include emergency placements and should be prepared to carry out & delegate any tasks as required to LNC staff or as directed at point of handover.

Key Accountabilities

I. Day to Day Shift Delivery

- I.1 To provide effective shift cover that supports the aims of the project and encourages the full participation of young people, as well as to support the work of the project by providing a responsive service.
- I.2 Ensure that safeguarding and addressing the immediate needs of the young person is paramount to service delivery.
- I.3 Engagement and working with young people including; any diarised activities which may be scheduled for the following day, preparing breakfast & wake up calls etc.
- I.4 Supporting to insure that events of significance are managed e.g. rent/service charge payments, prompting re: statutory appointments in order to comply with treatment or criminal justice requirements.
- I.5 Motivating and coaching clients to attend appointments / engage in activities.
- I.6 Offering one to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.

1.7 Undertaking & delegating tasks as assigned by shift handover.

2 Implementing Support:

2.1 Facilitating the use of IT equipment by the young person, ensuring they receive appropriate support to use word processing and internet applications.

2.2 Through coaching and 1:1 support & engagement building the young persons confidence to carry out tasks for themselves, focusing on the skills that support the individual's ability to live independently.

3 Information Management:

3.1 Identifying information to fully inform the assessment and support planning process.

3.2 Recording all activities and outcomes on Inform database.

3.3 Assisting with the administration of referrals & book emergency referrals into the service.

3.4 In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.

3.5 To adhere to SHP's confidentiality and data protection procedures.

4 Social Inclusions/Meaningful Occupation

4.1 To assist young people with life skills development and participation in activities to promote increased independence and involvement in the community.

4.2 To promote the projects internal feedback methods such as the complaints procedure and to respond positively to suggestions.

4.3 To take personal responsibility for feeding back to colleagues/managers any information or comments that would contribute to ensuring the service is relevant and responsive.

5 Health and Safety

5.1 To be aware of the roles and responsibilities and work in accordance with

5.2 SHP's H&S Policy and the law around H&S at work.

5.3 In order to ensure the safety of young people, self colleagues, contractors and other visitors at all times.

5.4 To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

6 Teamwork/Personal Development

- 6.1 To take active responsibility for own and SHP's aims and objectives and participate fully in relevant team meetings, supervisions, performance reviews and training to ensure a cohesive and professional working environment at all times.
- 6.2 To take personal responsibility for own ongoing development and learning.
- 6.3 To participate fully in the rota and accommodate any last minute changes to the service.
- 6.4 To take part in reflective practise sessions (night team specific).

7 Miscellaneous

- 7.1 To on occasion be responsible for the Locum Night Concierge (LNCs)'s on your shift.
- 7.2 To undertake additional tasks and responsibilities as directed by the Service or Oncall Manager.

Technical and Professional Know-How required for Effective Performance

- Experience of working with young people in a residential setting, with a understanding of the possible issues and challenges you might face when working with young people in a residential setting, you should demonstrate that you have the skills to deal with them.
- Experience of developing good relationships with people, you should evidence qualities including flexibility and resilience. You should evidence the ability to negotiate and influence others to change.
- The ability to stay alert & self manage motivation, prioritising different areas of work according to need.
- A level of numeracy sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- An understanding of the principles underlying a quality and customer focussed service with a willingness to work in a way that empowers our young people.
- An ability to be self-servicing in the use of IT applications and basic keyboard skills to record activities and to send and receive emails.

Competencies Required For Effective Performance:

Competency	Example	Level
<p>Analytical Thinking</p> <p>(The ability to give proper consideration to problems and to come up with good solutions.)</p>	<p>Gathers the required information to solve problems</p> <ul style="list-style-type: none"> ▪ Steps back from the problem and thinks about what information is required. ▪ Collects the information required to solve the problem. ▪ Draws upon and learns from previous experiences of self and others. ▪ Organises the information in a logical way. 	I
<p>Commitment and Drive</p> <p>(The ability to take the initiative and achieve targets and results)</p>	<p>Is conscientious and professional</p> <ul style="list-style-type: none"> ▪ Meet targets and deadlines. ▪ Do what they say they are going to do. ▪ Prepares properly for meetings and events. ▪ Complies with defined policies and procedures. ▪ Understands the need to evidence what we do. ▪ Completes paperwork and reports in line with standards. 	I
<p>Efficiency and Effectiveness</p> <p>(The ability to plan and organise work so that deadlines, targets and standards are met)</p>	<p>Organises own work</p> <ul style="list-style-type: none"> ▪ Thinks ahead about what needs to be done. ▪ Sets clear priorities for work. ▪ Shows good attention to detail; checks work for accuracy. ▪ Keeps files and other paperwork up to date. ▪ Knows where to find things. ▪ Meets targets and deadlines. 	I
<p>Team Work</p> <p>(The ability to work cooperatively and supportively with their own team and other teams across SHP)</p>	<p>Supports and considers others</p> <ul style="list-style-type: none"> ▪ Does their fair share. ▪ Is flexible and is prepared to help with things which are outside their own role. ▪ Sees when others are struggling and offers help. ▪ Owns their decisions and does not pass the buck. ▪ Actively contributes to team meetings. ▪ Shares knowledge and ideas with colleagues. ▪ Actively supports other teams across SHP. ▪ Promotes SHP as an organisation inside and outside the organisation. 	I
<p>Effective communication</p> <p>(The ability to communicate with others in a cooperative and sensitive way.)</p>	<p>Communicates clearly</p> <ul style="list-style-type: none"> ▪ Can talk to different types of people effectively. ▪ Checks that they have been understood. ▪ Speaks to people in a respectful and courteous manner. ▪ Respects and takes into account cultural differences. ▪ Uses appropriate body language.. ▪ Writes clearly and concisely. ▪ Uses appropriate methods of communication. 	I
<p>Resilience</p> <p>(The ability to deal with</p>	<p>Is self aware</p> <ul style="list-style-type: none"> ▪ Takes time to reflect on actions ▪ and behaviours and learn from them. 	I

<p>situations with clients and colleagues with confidence.)</p>	<ul style="list-style-type: none"> ▪ Admits when they make mistakes and learns from them. ▪ Has the confidence to review what works and does not work. ▪ Is aware of their own strengths and areas for development. ▪ Takes responsibility for their own learning. 	
<p>Putting the Customer First (The willingness and ability to deliver the best possible person centred service to our customers - customers may be service users, RSLs, statutory bodies, colleagues in other departments etc.)</p>	<p>Builds effective relationships with customers</p> <ul style="list-style-type: none"> ▪ Makes themselves available for the customer. ▪ Treats people with respect and courtesy. ▪ Explores with customers their specific needs. ▪ Is very clear with boundaries – the customers and their own. ▪ Recognises that SHP exists to provide a service to our customers. 	I
<p>Embracing Change and Innovation (The willingness and ability to adapt to changing circumstances and come up with new and innovative ideas.)</p>	<p>Responds positively to change</p> <ul style="list-style-type: none"> ▪ Sees the positive aspects of change. ▪ Is flexible and adapts easily to new requirements. ▪ Is willing to learn and to take on new skills. ▪ Offers constructive alternatives if they disagree with a change. 	I