



Everyone deserves  
a safe place to  
call home.

Company Limited by Guarantee number 1741926  
Charity Number 287779  
Registered in England as Single Homeless Project



Single  
Homeless  
Project

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<b>Job title:</b>	Night Support Assistant
<b>Delegated Authority:</b>	Level 8
<b>Team:</b>	Wandsworth QTR
<b>Responsible to:</b>	Team Manager
<b>Responsible for:</b>	N/A

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## Job purpose



Working under the direction of the Service Management, Night Support Assistants will deliver support to clients accommodated by London Borough of Wandsworth within the Mental Health Cluster Services.

Night Support Assistants will take part in the overnight running of the schemes. Working with residents in accordance with their agreed risk and 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 clients to include emergency placements and should be prepared to carry out & delegate any tasks as required to Locum Night Concierges (LNC) staff or as directed at point of handover.

Night staff will be expected to work within Single Homeless Project's (SHP's) policy and procedural framework, as well as local Pathway procedures. We work with the people we support in a person centred way and the recovery approach is at the heart of our model.

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## Key accountabilities

### Day to Day Shift Delivery

- To provide effective shift cover that supports the aims of the project and encourages the full participation of clients, as well as to support the work of the project by providing a responsive service.
- Ensure that safeguarding and addressing the immediate needs of the client are paramount to service delivery.
- Engagement and working with clients including; any diarised activities which may be scheduled for the following day, preparing breakfast & wake up calls etc.
- 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.
- Motivating and coaching clients to attend appointments/engage in activities.
- Offering one to one coaching in relation to life skills, e.g. budgeting, food and nutrition, tenancy management tasks etc.
- Undertaking & delegating tasks as assigned by shift handover.

### Implementing Support

- Facilitating the use of IT equipment by the client, ensuring they receive appropriate safe & support to use word processing and internet applications.
- Through coaching and 1:1 support & engagement building the clients confidence to carry out tasks for themselves, focusing on the skills that support the individual's ability to live independently.

### Information Management

- Identifying information to fully inform the assessment and support planning process.
- Recording all activities and outcomes on Inform database.
- Assisting with the administration of referrals & book emergency referrals into the service.
- In line with SHP's Client Contact recording policy and procedure, to record all client contacts appropriately and accurately on the client database.
- To adhere to SHP's confidentiality and data protection procedures.

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## Health and Safety

- To be aware of the roles and responsibilities and work in accordance with SHP's H&S Policy and the law around H&S at work.
- In order to ensure the safety of clients, self, colleagues, contractors and other visitors at all times.
- To take responsibility for the safe working of self and others and to ensure that local procedures around Lone Working and Fire are followed.

## Teamwork/Personal Development

- 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.
- To take personal responsibility for own ongoing development and learning.
- To participate fully in the rota and accommodate any last minute changes to the service.
- To take part in reflective practise sessions (night team specific).

## Miscellaneous

- SHP is at discretion to amend your responsibilities and, in addition to these, you may be required to perform other duties as may be required for the efficient running of the organisation.
- To create inclusive working environments and cultures to enable colleagues and clients to feel safe and empowered to achieve their full potential.

# Technical and professional know-how needed for position

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**When completing your application, you will be required to address (using examples) some of the points below**

## **Experience and Knowledge**

- Experience of developing good relationships with people, you should evidence qualities including flexibility and resilience. The ability to negotiate and influence others to change.
- The understanding of and the ability to apply knowledge of equal opportunities into practice, and the ability to engage and relate positively to people from a range of backgrounds and cultures.
- An understanding of the principles underlying a quality and customer focussed service with a willingness to work in a way that empowers our clients.

## **Skills and Abilities**

- The ability to develop a good depth of knowledge around mental health and recovery.
- The ability to understand and apply into practice the principles of strengths based support planning.
- A level of literacy, numeracy and IT skills sufficient to carry out tasks such as budgeting with clients, calculating benefit entitlements and understanding rent arrears.
- The ability to stay alert and self-manage motivation, prioritising different areas of work according to need.