



## Job Description

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| Job Title | <b>Night Worker</b><br>Housing Support and Care at Home services |
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| Core Purpose of Job | The Night Worker will provide positive, practical, and emotional support to the residents of our service that promotes choice and encourages personal responsibility<br>To maintain a clean environment for all. |
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| Organisational Position | Reporting directly to the Senior Support Worker (Line Manager), a member of the Management Team, and as such sharing responsibility for the leadership of the organisation and the management of staff. |
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| Key Outcomes |  |
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| 1            | To provide person-centred support to people who use the service.   |
| 2            | Ensuring the highest level of care and service maintained at all times. Deal effectively with complaints, take the correct action, and remain courteous at all times.  |
| 3            | Ensure effective security of tenants and the building at all times, including manning CCTV, Carry out regular patrols of the whole building. Report any suspicious/unusual behaviour, calling the police if necessary. |
| 4            | To ensure the service complies with standards set by Scottish Social Services Council (SSSC) and meet the contractual and/or regulatory requirements of relevant agencies and stakeholders.                            |
| 5            | Ensure the tidiness of the common areas of the building and assist with the cleaning in public areas.  |



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| Accountability                    |  |
| Freedom to act                    | <p>To work within the framework of, and promote adherence to, Rowan Alba's structure, policies, and procedures to achieve best practice with individuals using our services and those commissioning them.</p> <p>Identify development areas within your role and engage with the coaching opportunities within the organisation to support professional development.</p> |
| Risk Management                   | <p>To be aware of and work within Rowan Alba's Health and Safety policy and to report any issues of concern and in conjunction with the senior support worker or Team Leader.</p>  |
| Level of problem-solving required | <p>Engage with Tenants with varying levels of support needs and challenging behaviours.</p> <p>A desire to learn new skills and experiences relevant to the role and the service.</p>  |

| Communication                    |  |
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| Subject complexity and expertise | Rowan Alba Staff work with people who are alcohol dependent, have complex (often homelessness related) health needs and are prone to challenging behaviour and episodic poor physical and mental health. |
| Contact inside the organisation  | Giving and receiving objective feedback with other staff, one to one, during team discussions and Support and Supervision.   |
| Contact outside the organisation | Inter-agency working, communication with Housing Providers, Social Care Direct, Social Workers, private support agencies.  |

| Competencies required |   |
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| Core Competencies     | <ul style="list-style-type: none"> <li>• Promote choice, well-being, positive risk taking and the protection of service users from risk of danger, harm, or abuse.</li> <li>• To work with tenants to develop and deliver person-centred support.</li> <li>• To provide support to service users that responds positively to challenging behaviour.</li> <li>• To provide practical assistance for domestic and personal needs to people as required, whilst encouraging personal responsibility and maximisation of personal choice.</li> <li>• To promote effective communication and joint working partnership with a range of agencies to ensure the best possible outcomes for service users. Liaise with other appropriate health professionals at</li> </ul> |

times of service users' illness or/at the end of life.

- To record and report information in accordance with operational guidelines and regulatory requirements.
- To promote, monitor and maintain health, safety, and security within the working environment and comply with all Health and Safety requirements in line with current Policies including risk assessments
- To respect – as is included in the Ethos of Rowan Alba (Accept, Support, and Include) – service users lifestyle choices
- Answer emergency alarms, the door and telephone, and greet visitors in a professional manner
- Assist service users to access and use any aids and personal equipment that is required
- Participate in staff and service users' meetings as required.
- Work on a rota basis involving weekend and evening work
- To undertake any training deemed necessary to fulfil the requirements of the role



## Person Specification

| Experience |   |
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| Essential  | <ul style="list-style-type: none"> <li>• Demonstrate experience in delivering all aspects of the Job Description.</li> <li>• Demonstrate commitment to service user participation</li> <li>• Able to manage and resolve conflict</li> <li>• Able to generate own work and work with minimum supervision.</li> </ul> |
| Desirable  | <ul style="list-style-type: none"> <li>• Minimum of one years' experience of service delivery within a social care setting.</li> <li>• Experience in homelessness and rough sleeping</li> </ul>   |

| Knowledge and understanding |   |
|-----------------------------|---|
| Essential                   | <ul style="list-style-type: none"> <li>• Of issues faced by people who use the service</li> <li>• Understanding of regulatory requirements including Care Inspectorate and Scottish Social Services Council (SSSC) Code of Practice.</li> <li>• Knowledge of best practice in the provision of support services.</li> </ul> |

| Skills, education, qualifications |  |
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| Essential                         | <ul style="list-style-type: none"> <li>• Good verbal and written skills</li> <li>• Numeracy Skills</li> <li>• IT literate – be competent working with Microsoft Word or equivalent</li> <li>• Able to work under pressure and deliver results</li> <li>• Flexible, creative approach</li> <li>• Organised and dependable</li> <li>• Scottish Vocational Qualification (SVQ Level 3 - Adults) qualification or willing to work towards it.</li> </ul> |
| Desirable                         |  |

## Other essential requirements

Essential

- Work effectively with a team; promoting and contributing to effective communication; working effectively in partnership with other professionals and demonstrate a commitment to the ongoing delivery of effective and appropriate service administration.
- Ability to establish and sustain trust and confidence with colleagues, service users and the public promoting and representing Rowan Alba positively and professionally at all levels.
- Ability to demonstrate resilience in dealing with emotions, distress, and challenging behaviour.
- Committed to the demonstration of respect and compassion towards those we work with.
- Positive outlook, self-motivated and flexible.
- Committed to supporting those who face disadvantage or stigma,

**This job description outlines the general ways in which it is expected you meet the overall post.**

**The list of tasks is not an exclusive one and duties may be varied from time to time by the line manager. This job description is subject to regular review.**