**Young People Services Night Support Worker**

**Job Description**

**Job Title:** Young People Services Night Support Worker

**Reporting to:** Young people’s services team leader

**Location:** Chichester

**Hours per week:** Various Shifts

**Organisation Background:**

Stonepillow is one of West Sussex’s leading providers of support and accommodation

to people who are, and have been, experiencing homelessness. Stonepillow support and empower homeless and young people to achieve sustainable independence and wellbeing. Stonepillow work using a psychologically informed environment and strength-based approach to create holistic packages of support, including building pathways with clients with external partners in the community. This is only possible with all the support and work from our talented and committed team of staff, volunteers, and partners.

We currently offer the following innovative, sector-leading services:

* Two 24/7 hostel accommodation service for those who need immediate help with 24hr support
* Shared supported houses across Chichester and Arun to provide medium term accommodation alongside wide-ranging support.
* A 24/7 abstinent based recovery service, a recovery day hub where external partners engage with clients who are at risk with their substance misuse, and move on accommodation, supporting people who are substance dependent to control and reduce their substance misuse.
* Extended support for people who have moved on from Stonepillow accommodation but still require our support.
* Emergency winter service (SWEP and winter bed provision) in partnership with the two district Councils which provides extra beds between October and March.
* Outreach support services for those who are street homeless.
* Preventative services that support those at risk of homelessness in both Arun and Chichester Districts cover approximately 100 clients.
* Ex-offender resettlement services across Chichester and Arun
* Residential services for 16+ young people, linked with West Sussex Leaving Care services.

Our success in delivering these services is underpinned by the support we receive from

individuals, organisations, our volunteers, and our partners; all of whom are fundamental to our work. In addition to maintaining a sustainable set of existing services, we also have ambitious plans to increase our services and positively impact our community. Ensuring we can support as many people as possible who are, and have been, experiencing homeless, or at risk of homelessness, settle into more sustainable accommodation, leading them further towards an independent life.

**Summary of the Role**

This post is an exciting new role within Stonepillow, which will help to support 16+ young people (YP) who are older looked after young people and care leavers. You will be a part of a highly motivated team to deliver 24hr residential young people services in Chichester. You will have, or willing to work towards achieving, excellent knowledge of homelessness or legislation regarding young people in care, track record of excellent support work knowledge and good practice, and the drive to want to start to experience working within the sector of homelessness.

The role will include night support of the young people within the service, being the trusted adult in the young people’s lives, modelling and guiding young people around positive risk taking, day to managing of the properties. The role will be an opportunity to start your career development within homelessness or extend your experience within young people residential services.

The night support worker will be the front facing support for young people at night. To provide the YP and service a waking night-time service. The role ensures that the service provides a safe, caring and welcoming environment to young people whilst monitoring visitors and residents in line with local policy. On a night-to-night basis the role will be responding to general enquiries from YP, visitors and other stakeholders and ensuring that community rules are adhered to in order to safeguard all young people. The role will undertaking relevant building checks, CCTV monitoring and data recording in line with local and organisational policy. But most importantly, the role will provide great support to young people through 121 support or group activities (late night cooking sessions or breakfast clubs) and ensuring that detailed record keeping are provided to day staff.

**Key Responsibilities:**

1. Using a Psychologically Informed Environment (PIE) framework and Trauma-Informed Approach (TIA) to enable a holistic and person-centred support to the young people.
2. Model a kind, positive, persistent, proactive manner to secure meaningful engagement with young people to bring about sustained outcomes for them; ensuring the team you work with are safe and the young people have a trusted safe adult in their life.
3. To manage your own caseload and record information on the client management System InForm. To ensure the following processes are maintain and excelled:

* Produce an individual holistic support and risk assessment, in line with our support model, incorporating the views of the young people.
* To work with clients and colleagues to create a Psychologically Informed Environment (PIE) that promotes health and wellbeing.
* Ensure that the voice of the YP is heard in all aspects of the case management process and is articulated to all partners involved.
* To support the team leader to maintain detailed case file audits with properly documented correspondence and evidence of decision-making processes and statutory safeguarding actions.
* Facilitate case reviews quarterly with yourselves as the support workers, team leader, YP and all professionals linked to their support.
* Ensure your practice and that of your team work within our trauma-informed approach and strengths-based model.
* Support the team leader in managing and coordinating all referrals from the WSCC Placement Team – using TIA and not be risk adverse.
* Ensure the YP are invested and working on their Life Skills Programme to gain independence.

1. Be on-site and available as per the rota, ensuring opportunity for regular communication and support with the YP and team members – model with the team in building positive and supportive relationships with the YP, based on PIE framework that has been identified as crucial for sustaining better mental health and reduce incidents.
2. Role model and be a proponent of ‘Unconditional Positive Regard” to our YP and have a ‘never give up approach’ to supporting our YP – especially important during incident management and at night.
3. Assisting the team leader to deliver effective services

* To maintain Stonepillow systems, procedures and structures of the accommodation service in line with contractual obligations and model of support that is offered by Stonepillow.
* Work positively and collaboratively with other managers/departments and actively contribute to the implementation and delivery of services
* Support the new service regarding the procedures of processing of referrals, assessments, booking in and out processes.
* Be active in trauma-informed approach in incident management as an individual and as part of a team to only escalate the incident to Deputy Head of Operations if the YP puts their housing at risk.

1. Supporting development within the role and team dynamics

* Ensure you access and action training to support the to work and to full potential and are safe in their practice
* Attend regular staff supervision and team meetings in line with Stonepillow good practice and policy and procedure
* Develop a strong team spirit to provide a cohesive and consistent service
* Foster personal growth and the development of specialist skills/expertise through team development opportunities
* Support the team leader to provide consistent staff cover through fair team rotas and an adequate supply of relief workers.
* Ensure you and the team join wellbeing and reflective practice sessions run by Stonepillow and external organisations – Ensuring vicarious trauma is reduced
* Ensure you as the support worker and the team work to trauma-informed approach and PIE framework – this includes meeting with YP, support sessions, de-escalation techniques to incident management.
* Actively ensure that your practice and the team know the positive risk taking in lone working within service and taking clients to meetings or support session out of the service.

1. Financial Management

* Assisting with the team leader in how to money collect of rental income and ensure rigorous financial control – ensuring the teams balance and handover all monies on site.
* Maximise rental/service charge income and minimise void levels.
* Provide clear financial information to the YP to ensure transparency and accountability.

1. Quality and Performance management

* Understand your role and the teams to achieve service KPIs /outcomes /impact-based performance measures across the service to demonstrate if the highest quality possible service is being provided.
* Ensure there is accurate and timely recording of case and statistical information on case management system- Inform (e.g., including risk and support plans).
* Support the Team leader in producing and monitoring regular performance information reports for internal and external purposes.
* Take every opportunity to involve YP in the design and delivery of services, and to provide feedback on the quality-of-service provision.
* Reduce rough sleeping, evictions, abandonments and time outs in line with KPI targets and good practice.

1. Repairs and Maintenance

* Be responsible when on shift in monitoring (Health & Safety Checks) and maintaining service in a good and safe state of repair in line with PIE targets.
* Liaise with Stonepillow Maintenance and Health and Safety Coordinator
* Contribute to report any H&S or repairs found whilst on shift or follow up works needed.
* Assist the team with meeting Health and Safety requirements throughout the service

1. Compliance with Organisational policies and regulatory requirements

* Always abide by Stonepillow policies and procedures and regulatory requirements and in particular:

- Health and Safety

- Adult and Child/Young People Safeguarding, Professional Boundaries, Duty of Care

- Confidentiality, Information Sharing protocols and General Data Protection Regulations.

- HR P&P

- Code of Conduct

* Play an active part in the development and implementation of organisational wide policies and procedures.

1. Equality and Diversity
   * Be an active proponent to all aspects of equality and diversity – by attitude, example and approach.
   * Lead the team in creating an inclusive and positive environment for everyone to work and live in.
2. General

* To be ensure that the Values of the organisation (Focused / Inclusive / Innovative / Kind / Accountable) are always present in your work and behaviour, to ensure our clients are at the heart of our organisation and work.
* Contribute to team meetings and organisational priorities, strategic goals and performance targets.
* Work collaboratively on projects and priorities with your line manager which may vary from time to time.
* Be proactive in keeping up to date with and generating development relating to your work (including policy updates).
* Excellent written and verbal communication.
* Comfortable with change and able to make informed decisions.
* Maintain personal development and career aspirations including participation in 1:1 Sessions with your manager, appraisals, reflective practice, Intensive Case Management and training.
* Undertake any other duties as may be required from time to time commensurate with your status and capabilities.
* Provide cover for services as appropriate and requested by Line Manager.

This job description covers the current range of duties and will be reviewed from time to time. It is Stonepillow’s aim to reach agreement on changes, but if agreement is not possible, Stonepillow reserves the right to change this job description.

Stonepillow is an Equal Opportunities Employer and positively welcomes applications from all sections of the community.

A car with clean driver’s licence is desired but not essential for this role.

Signed……………………………………………………..

Date………………………………………………………..