Job title:	**Waking Nights Support Worker**
Line manager:	**Team Manager**
Grade ***(if applicable):***	**C12**
Direct reports:	**N/A**

Role purpose:

To support and enable vulnerable people to sustain a tenancy living within the community through providing practical and emotional support to encourage tenants to take an active part in the community.

Key results:

- Provide/offer support to an individual tenant consistent with the Peabody principles.
- Promote the integration of the tenant into the local community and provide opportunities by which they will be enabled to develop skills and have access to the widest possible range of experiences.
- Ensure that the tenants needs are met by liaising with other organisations providing access to community-based services and resources.
- Ensure that the participation by the tenant in the management of all household tasks, through teaching and practical support.
- Involve the tenant in everyday household tasks where possible and help to develop the skills needed to achieve this. Tasks include gardening, shopping, cleaning, cooking and all other normal day to day tasks.
- To take an active part in tenant involvement, liaising with relevant groups and participating in relevant training and updates.
- Assist in the co-ordination of shift activities.
- Participate and contribute to own appraisal and supervision sessions.
- Attend appropriate training activities as agreed with your manager.
- Maintain a high standard of competence by undertaking relevant continuing professional development.
- Participate in regular staff meetings and reviews.
- Ensure all Peabody policies and procedures are followed.
- Promptly report any complaints, accidents or unusual incidents to the relevant person.
- Undertake any other duties as assessed by the Manager in line with the needs of the service.
- Liaise with other external agencies e.g., for Benefits, Health professionals/agencies, local authorities.
- Maintain accurate and appropriate records relating to all aspects of the tenants home.
- Participate in managing the income and expenditure of the house including residents' finances and payment of bills.
- Respect the confidentiality of the tenant, other staff members and Peabody.
- Maintain awareness of and regularly update self on Health and Safety practices.
- Participate in Peabody wide corporate objectives.
- As determined by the team or scheme manager, carry out core housing management tasks including some or all the following:
  - void inspections
  - sign-ups
  - move-in support and liaison with utilities and Housing Benefit
  - low level arrears management (as part of a housing-related support service)
  - estate inspections and health and safety inspections
  - support to maintain accommodation appropriately including reporting and following up maintenance issues.
  - moving on support.

Version Date:		**Signed off by:**	

Success metrics:

- Play an active and key role in achieving your teams' objectives.
- Be professional with other departments and stakeholders that you deal with during your work.
- Be supportive of colleagues and promote excellent teamwork.
- Play your part in maintaining a safe and regulatory compliant service by adhering to policy, procedure and quality standards.
- Keep learning and improving your practice. Be open to feedback on your performance from others, including learning from mistakes and complaints.
- Externally represent and promote Peabody by being professional and positive.
- Appreciate the importance of recording, maintaining and managing sensitive information and data within your role.
- Protect the human rights of colleagues and customers reporting any concerns and challenging and discriminatory attitudes or practice.
- Know when and how to report an error, complaint or any concern.
- Abide by and promote a positive health and safety culture, ensuring that activities are carried out in accordance with Peabody Health and Safety policies and procedures.
- Adhere to the organisation and social care Codes of Conduct.

About you:

You will be:

- Able to communicate effectively with customers, staff and stakeholders in plain, easy to understand English, both in writing and verbally.
- Committed to providing excellent customer service – whether you are in direct contact with customers, speaking to them on the phone or dealing with internal colleagues.
- Able to work flexibly to meet customer needs and service requirements, including working evenings and weekends where the service requires it.
- Be committed to equality and diversity and have a genuine desire to help people with disabilities and/or support needs connect with their community.
- Able to work as part of a team and build and maintain effective and supportive relationships with peers and partners.
- Be organised and have excellent time management skills along with demonstrable ability to meet deadlines/achieve goals.
- Effective at using Microsoft Office along with having comprehensive IT skills and ability to maintain electronic records, with attention to detail.
- Approachable with a can-do attitude.

You will have:

- Experience of providing support to the designated client group either in a volunteering or professional role.
- An understanding of customer service in a service delivery setting.
- Thorough and up to date knowledge of health and safety issues relating to the designated client group.
- Have an approachable manner and the resilience to cope with a busy, challenging, and emotive job.
- Thorough and up to date knowledge of welfare benefits for the designated client group.
- Thorough and up to date knowledge of safeguarding vulnerable adults and children's local policies, protocols and good practice.

- Understanding of housing support needs of the designated client group and benefits of a flexible, outcome focussed and personalised support service whilst supporting people to help themselves
- Knowledge of related services provided by the statutory and voluntary sector
- Understanding of confidentiality and data protection issues