

Post:	Bank Worker
Responsible to:	Manager
Hours per week:	Varied
Rate	£13.09 per hour + holiday pay

About Jimmy's Services

Jimmy's provides a range of services to meet our aims of supporting and providing accommodation to people who are sleeping rough or are in very vulnerable accommodation.

In relation to this bank role, the services we need cover for are:

- 24/7 emergency accommodation service based on East Road, with twenty beds in single en-suite rooms, where people stay with us generally from for around 28 to 56 days.
- 24/7 Multiple Needs residential project called Jimmy's 451 - for 9 residents in single en-suite rooms, supporting people who have a pattern or rough sleeping and have multiple needs.
- 9-5 Housing Support Team who provide outreach support for people living in our shared houses and modular homes. Please note, in order to pick up shifts in this team you will need access to your own transport. If this is a car, you will need your own Business Insurance.

Overall purpose of the job

The job of our Bank Workers is to provide cover across all of our teams. These aim to provide high quality services which support our residents to move out of homelessness and to meet their goals.

Working hours

East Road and 451:

Early Shift 7am to 3.00pm

Late Shift 2.30pm – 10.30pm

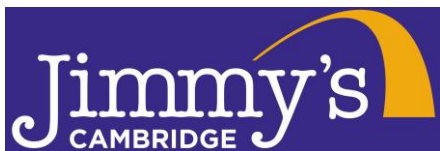
Night Shift 10pm – 7.30am

Housing Support Team:

9am – 5pm

We are looking for people who can work flexibly across a variety of shifts Monday to Sunday and can work short notice. We understand some people may only be able to do days or nights and may prefer the shifts at either East Road, 451, or our housing team which can be stated on the application.

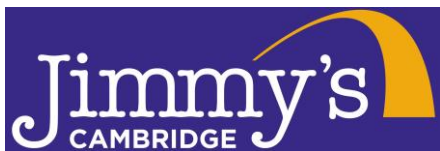
Please note, we expect Bank Workers to pick up at least 1 shift per month, to ensure their skills are kept fresh and they stay up-to-date with our ways of working. Bank Workers are allocated 2 shifts during the first fortnight of their employment with us to complete a mandatory induction and training.



Main duties and responsibilities:

- Supporting residents through assessments; developing and contributing to needs, risk and support plans.
- Alongside the resident, ensure the resettlement and engagement pathway and the support plan is fully communicated both internally and to relevant partner agencies, externally.
- Ensure all relevant resident administration e.g., housing benefit application, Inform Database, Charity Log Database, Homelink, is completed accurately and reviewed and updated as appropriate.
 - Provide/offer all relevant and reasonable support to residents to help them get the most from their stay at Jimmy's and also to be able to have the best chance of moving onto an independent lifestyle. This may include supporting to complete application forms, attend interviews and meetings.
- Inform and advise residents of appropriate, specialist external agencies (e.g., health, legal support, drug and alcohol services) and ensure residents are aware if/when these services are available on-site at Jimmy's, and also off-site availability.
- Maintain and record fully updated and accurate project records, e.g., shift report, petty cash, property storage, donations.
- At all times, ensure the smooth running of Jimmy's, with particular regard for the safety, security and welfare of all residents, staff, volunteers and visitors, and ensure daily routine checks are performed.
- Lone working – at least one other member of staff will be on shift, however you may be alone in parts of the building at times (we provide walkie talkies and have CCTV)
- Assume reception duties when required e.g., CCTV, telephones, door control etc.
- Take the lead in an emergency (accident, illness, violence, fire etc).
- Support and involve the volunteer team and residents in providing the service.
- Take responsibility to support residents to maintain clean bedrooms and participate in general project chores as required.
- Oversee room inventory and equipment and attend to daily laundry as required.
- Ensure a warm, welcoming environment and maintain inviting reception and communal areas
- Promote and encourage a high level of client engagement, consultation and communication.
- Capture and record key information from engaging with residents and observations on shift
- Use of effective exchanges of information with team members and day staff to generate thorough handovers and communication.
- Meeting the requirements of health and safety policies and practices.
- Implementing night security systems, ensuring overall safety and security of the scheme.
- Effectively dealing with anti-social behaviour as per procedures.
- Ensuring culture and diversity issues have been considered across the client group and to tackle any forms of discrimination, adhering to equality and diversity procedures.
- Involved in team meetings, training events and attending regular supervisions, as appropriate.
- Assisting colleagues in meeting key performance indicators (e.g., voids arrears and outcome targets).
- Reporting repairs to maintenance contractors by using appropriate systems.

This job description is a general outline of the responsibilities of the post holder and may be amended by Jimmy's as the service develops and the expectations of the role change. The post holder may be required to undertake other duties as may reasonably be required from time to time.



Person Specification

Essential

- A commitment to the core values of Jimmy's
- Able to work flexibly across a variety of shifts Monday to Sunday and can work short notice.
- Good interpersonal skills
- Awareness of professional boundaries
- Ability to communicate clearly and offer appropriate support

- Honest, respectful, reliable, non-judgemental,
- Ability to deal with challenging behaviour with a non-confrontational approach
- Flexible in decision making
- Able to lone work, particularly when working at 451.
- Ability to prioritise and issue assertive direction when appropriate.
- Relationship builder and an ability to take the lead when working with partner agencies
- Ability to keep clear, accurate reports & records
- Aptitude for contributing to the development of guest services and support.
- Ability to use a range of IT systems including Microsoft Office, Inform, email

Jimmy's Core Values

Our values are at the heart of everything we do:

- • Treating people with **respect**
- • **Accepting** people as they are
- • Believing in **opportunities for everyone**
- • Behaving with **integrity**