

Job role:	Night Support Assistant
Responsible to:	Team Leader
Working Hours:	x1 full time position (36 hours) x1 part time position (27hours)
Salary:	£24,500 per year for full time £18,375 per year for part-time
Contract:	Permanent

Background

Jimmy's Cambridge is one of Cambridge's leading providers of support and accommodation to people who are and have been experiencing homelessness. We aim to help people get people off the streets and into their own home, backed up with all the support we can offer from our talented and committed team of staff, volunteers and partners.

Jimmy's currently runs a range of services in Cambridge: -

- Jimmy's East Road - 24/7 emergency accommodation service based on East Road, with 25 beds, where people stay with us generally from 28 – 56 days.
- People can then move onto one of our 9 shared houses, where we support people for up to a period of 2 years, while helping them to more sustainable accommodation.
- Jimmy's 451 - This service provides accommodation and intensive, bespoke support for 9 people who have multiple needs including, complex mental ill health and addiction.
- 22 modular homes giving people the opportunity of living more independently backed with the full support of a dedicated support worker.

We have relationships with many people, organisations, businesses, and partners across Cambridge and beyond, who support the work that we do in many different ways – we could not operate without them.

Overall purpose of the job

This service focuses on supporting people with a range of support needs who have been experiencing homelessness of including mental health, substance misuse, offending, and rough sleeping.

The Support Worker will provide a wide range of support to the residents using current best practice. The service will be person-centred, and since the service is for people with a range of needs, will include a focus on harm minimisation, on recovery which will take time and not be straight-forward, and providing a service which has clear boundaries but has flexibility considering the aims of the service.

Main duties and responsibilities

- Taking the lead in developing, and contributing to needs assessments, risk assessments and support plans.
- Alongside the resident, ensure the support plan is fully communicated both internally and to relevant partner agencies to ensure the person is receiving a joined-up multi-agency service.
 - Providing high quality support to residents, no matter the time. Residents are often active at night, meaning that night shifts offer a vital opportunity for them to engage in support work.
 - Providing emotional support for residents struggling with their mental health, offering a listening and non-judgemental ear for those who need it.
- Ensure all relevant resident administration (both print and electronic) e.g., housing benefit application, Charity Log, Inform, HomeLink, are completed accurately and reviewed and updated as appropriate.
- Develop and maintain good relationships with partner agencies to ensure resident/service user needs are being met.
- 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 independent living.
- Inform and signpost residents to 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 451, and also off-site availability.
- Maintain and record fully updated and accurate project records.
- 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 nightly routine checks are performed.
- Assume reception duties e.g., CCTV, telephones, door control etc.
- Take the lead in an emergency e.g., accident, illness, violence, fire etc.
- Support and involve residents in providing the service.
- Oversee and attend to daily laundry as required.
- Oversee storage maintenance, facilities and equipment and ensure the cleanliness of all
- Jimmy's communal areas, whilst on duty.
- Overseeing data entry into Jimmy's Cambridge's resident database.

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
- Good interpersonal skills
- Awareness of professional boundaries
- Ability to communicate clearly and offer appropriate support
- Honest, respectful, reliable, non-judgemental