

# Job Description

<b>Job Title:</b>	Night Worker
<b>Location:</b>	Utility Street Men's <u>Homeless</u> Hostel, Belfast
<b>Reports to:</b>	Assistant Unit Manager/Unit Manager
<b>Salary:</b>	£12.09 per hour
<b>Hours:</b>	Rota system Monday – Sunday specifically awake nights.

HARMONI (formerly NIID) is a well established service led charity providing a range of services including Supported Living provision to people with a range of complex disabilities. In addition to this we also operate the Utility Street 59 Bed Homeless Hostel which specialises in the provision of temporary accommodation to homeless men.

## Purpose

The Awake Night Worker will act as the first point of contact for all clients and support other staff in the daily running of the hostel, specifically on awake nights.

## Key Duties and Responsibilities

### Reception Services

- To greet, assist and direct all clients, visitors and the general public at the Hostel on a rota basis with other staff.
- To provide safety to the hostel by monitoring all foot traffic and CCTV as required.
- To deal effectively with telephone and answer inquiries, redirect as appropriate or take messages.
- Work on a rota basis to provide a staff presence at Reception to provide assistance both to current and prospective clients.
- Ensure there is a handover to the oncoming shift.
- General administrative duties as required.

### Working with clients

- Act as an efficient point of contact for all new clients, providing a welcoming and sensitive reception service (**Note: It is HARMONI's objective to receive all clients who meet our criteria and rejection of clients will only happen under exceptional circumstances. In such instances, the matter should be referred to the Hostel Manager or Assistant Manager**).
- Demonstrate a clear understanding of the needs of the client group and work in an understanding and flexible manner.
- Listening to, encouraging and engaging appropriately with clients.
- Liaising with other staff regarding issues which may be raised by clients in order that a high level of support is provided.
- Record and document basic referral information to assist support work.
- Facilitate introduction of potential admissions to the Support Worker for the purposes of completing admissions and induction into the hostel.
- Facilitate emergency admittance when required of an individual who requires shelter for one night and ensure as far as is possible that they are warm and safe using standard referral documentation.
- Update paper and computerised systems and ensure that any emergency admittance of an individual is documented.
- Deal with any disputes or emergency which arise and completing appropriate documentation.
- Diffuse difficult or dangerous situations and summon assistance when necessary.

### General Housekeeping

- Ensuring that the building and external environment is kept clean, tidy and safe by making regular checks and taking appropriate action to maintain the condition of the building, external and communal areas.

- Ensure all defects and maintenance requests are logged and reported to the appropriate authority.
- Carry out clients room checks as required.
- Preparation and delivery of Handover Report for oncoming shift ensuring that all relevant information is given to oncoming staff members.
- Keep accurate records of any monies received from clients and ensure that all monies are kept in secure place before being transferred to oncoming day shift.
- Record receipt of mail and distribute mail to the clients the mail is addressed to.
- If and when kitchen area is used after catering staff have left, that the kitchen area, including the cooker and floors are clean and ready to use for food preparation the next day.

### **Night Shift Duties**

- Ensure that the hostel is secure by taking regular patrols of the building, monitoring of external doors and access in and out of the building.
- Ensure that breakfast cereals etc., are available for clients each morning.
- Ensure any vacant rooms are ready for occupation when required.
- Take receipt of and store any food deliveries for the catering staff during the nighttime.

### **Skills**

- A genuine interest in helping vulnerable people to make changes in their life to move them towards independent living.
- A caring, non-judgemental approach to working with homeless people.
- A professional approach to clients and work colleagues.
- Good problem solving skills / ability to use own initiative
- Ability to deal with difficult/crisis situations
- Demonstrate effective communication skills both verbal and written

A desire to learn and to continually develop by attending relevant training, seeking feedback, and reviewing ways to do things better

In addition the postholder will be expected to adhere to the organisation's policies, procedures and standards on the following in the course of their duties:

- Confidentiality
- Equal Opportunities
- Health and Safety
- Safeguarding
- Teamwork
- Training and Development

**It is essential that staff have the ability to empathise and support individuals who are homeless and/or transitioning to independent living. Being homeless is in itself a difficult and frustrating position for anyone. In addition, many homeless individuals have needs arising from mental illness and/or substance abuse. At times this can lead to challenging behaviour on the part of a service user. From time to time there is a risk of violence or aggressive behaviour towards staff and other service users.**

**Note:** No job description can cover every issue which may arise within the post at various times. The job holder is expected to undertake, as required, any other duties compatible with the level and nature of this post and/or reasonably required by more senior members of staff.

Signed: \_\_\_\_\_

## Person Specification: Awake Night Worker

	Essential Criteria	Desirable Criteria
<b>Qualifications/ Attainments</b>	A minimum of 4 GCSEs at Grades A – C including English and Maths or equivalent (QCF Level 2)	
<b>Experience/ Knowledge</b>	<p>Six months relevant experience of working with people in special housing, residential work or another supportive environment</p> <p>Knowledge of the issues faced by adults from a homeless background or with other circumstances</p> <p>Computer literate and in particular working knowledge of Microsoft Excel and Word</p>	<p>Experience of working with the homeless and/or vulnerable client groups within a hostel or supported housing setting</p> <p>Awareness of the legislative requirements for working with vulnerable adults</p>
<b>Skills/Abilities</b>	Flexibility in hours of work and ability to cover shifts as necessary	

### NOTE

**THIS POSITION IS SUBJECT TO AN ENHANCED ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.**



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Please note that our selection panel will only have access to pages 3 – 7 when making selection decisions.

Reference Number: USH0124_NW	Title of Post: Night worker	Location of Post: Utility Street Hostel
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## EDUCATION & TRAINING

Please list any qualifications you hold (e.g., GCSEs, O Levels, First Aid Certificate, NVQs etc.):

**NISCC Registration Number:**

**Date of Registration:**

**Date Renewal of Registration Due:**

## *EMPLOYMENT HISTORY*

**PRESENT POST (If unemployed – most recent post)**

Name of Organisation:  Address:	Date appointed:  Leaving Date (if applicable):	Salary:
Post Code:	Your Job Title  Job Title of Person you Report(ed) to:	
Telephone Number:	Department / Work Location:	
	Period of Notice Required:	

Please give reason for leaving:

Main Duties:

**PREVIOUS EXPERIENCE**

Please give details of all **previous posts held** (i.e. prior to the organisation you detailed on page 4). **Begin with recent employers and work backwards.** If you have held more than one position with an employer please give details of each position.  
 (Attach additional pages in the same format, if required – CVs *will not* be accepted).

If it was a post in which you worked with a vulnerable individual, please tick the last column.

Organisation's name and full address	Job Title and Grade	Duties (briefly)	From	To	Reason for Leaving	Tick if applicable
			DD/MM/YY	DD/MM/YY		

**GAPS IN EMPLOYMENT**

If there are any gaps in your employment please explain below;



## DEMONSTRATING YOUR ESSENTIAL EXPERIENCE AND QUALITIES

HARMONI may decide to interview only those applicants who appear to them, from the information available, to be the most suitable in terms of relevant experience and ability. It is therefore essential that you fully describe how you meet the particular experience and qualities sought, giving examples and specifying exact dates as appropriate.

Please read all sections of the Person Specification. This part of the application asks you to describe your experience, skills and personal qualities which are applicable to the post. In completing your application, you are advised to make clear reference as to how you meet the essential and desirable/preferred criteria for the relevant role. It is not appropriate to simply list the various posts that you have held. HARMONI will not make assumptions from the title of the post as to the skills and experience you have gained.

Please state clearly below how you meet each of the Essential and Desirable Criteria (you may continue on a separate page if necessary)

### Essential Criteria

1. A minimum of 4 GCSEs at Grades A – C including English and Maths or equivalent (QCF Level 2)
2. Six months relevant experience of working with people in special housing, residential work or another supportive environment
3. Knowledge of the issues faced by adults from a homeless background or with other circumstances
4. Computer literate and in particular working knowledge of Microsoft Excel and Word
5. Flexibility in hours of work and ability to cover shifts as necessary

## **HOLIDAY ARRANGEMENTS**

Please indicate planned holiday arrangements or other dates when you are unavailable for interview.

**HARMONI is under no obligation to take account of holiday arrangements but will endeavour to do so.**

## **REGULATED ACTIVITY**

Please indicate below if you have been dismissed from employment or if there is any reason that you could not work in regulated activity or with vulnerable groups (definitions can be found here: <https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups>)

## ADVERTISING

Please indicate how you became aware of this vacancy:

<b>Newspaper</b> <b>Name of Newspaper:</b> <input type="checkbox"/>	<b>Personal Recommendation</b> <b>Name of Person:</b> <input type="checkbox"/>
<b>Website</b> <b>Name of Website:</b> <input type="checkbox"/>	<b>Other</b> <b>Please specify how you heard about this vacancy:</b> <input type="checkbox"/>

## REFEREES

Please name 2 referees from the 2 most recent organisations you have worked for. They must have knowledge of your present and/or most recent work **and** be in a supervisory/managerial capacity. They must not be a relative. If you are currently employed, one referee must be from your current organisation.

*Please note, in addition to the referees you state below, HARMONI may request references from previous employers.*

Name:  Job Title:  Organisation Address:    Post Code:  Telephone Number:  Email:  Can this referee be contacted at this stage? YES / NO	Name:  Job Title:  Organisation Address:    Post Code:  Telephone Number:  Email:  Can this referee be contacted at this stage? YES / NO
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**NOTE TO APPLICANTS:**

- **Application forms must be completed in full.**
- **CV's will not be accepted.**
- **Application forms received after the deadline date and time will not be accepted.**
- **HARMONI does not accept faxed application forms.**
- **Please return the Fair Employment Form with your application in a separate envelope if sending by post**

**Completed application forms should be returned by the closing date to:**

**Human Resources Department  
HARMONI  
Head Office  
39 Downshire Road  
Bangor  
BT20 3RD**

**or by email to [shirleyanne.mcferran@harmoni.org.uk](mailto:shirleyanne.mcferran@harmoni.org.uk)**

Ref: \_USH0124\_NW/\_\_\_\_\_

Date: \_\_\_\_\_

**Position Applied For:** Night Worker

We are an equal opportunity employer. The aim of our policy is to ensure that no job applicant or employee receives less favourable treatment on the grounds of race, colour, ethnic or national origin, religious belief, political opinion or affiliation, sex, marital status, sexual orientation, gender reassignment, age or disability, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

Our selection criteria and procedures are frequently reviewed to ensure that individuals are selected, promoted and treated on the basis of their relevant merits and abilities.

All employees are given equal opportunity and are encouraged to progress within the organisation.

We are committed to an ongoing programme of action to make this policy fully effective. To assist us in ensuring that this policy is fully and fairly implemented and monitored, and under the General Data Protection Regulations (GDPR), in meeting our legal obligation to monitor our workforce and make statutory returns to the Equality Commission of Northern Ireland, would you please provide the following information:

**Date of Birth:** \_\_\_\_\_

**I would describe my ethnic group, religion and sex as: (please tick one box for your ethnic group, one box for your religion and one box for your sex)**

- Bangladeshi
- Black African
- Black Caribbean
- Black Other
- Chinese
- Indian
- Irish Traveller
- Mixed Ethnic Group, please specify .....
- Pakistani
- White
- Other, please specify .....

**Regardless of whether we practice our religion, most of us in Northern Ireland are seen as either Protestant or Roman Catholic. We are therefore asking you to indicate your community background by ticking the appropriate box below:**

- I am a member of the Roman Catholic community
- I am a member of the Protestant community
- I am a member of neither the Protestant nor the Roman Catholic community

**Sex**

- Male
- Female

If you do not complete the religion question, we are encouraged to use the 'residuary' method, which means that we can make a determination on the basis of personal information on file/application form. It is not compulsory for you to answer the above questions. However we would stress that it is a criminal offence under the legislation for a person to "give false information... in connection with the preparation of a monitoring return". Any information provided on this form will only be used for the aforementioned purposes.

