



# Room at the Inn

Registered Charity: 1176629

Job Title	Support Worker (Day/Night)
Hours	40 hours per week average
Accountable to	Team Leader
Remuneration	<b>£14 per hour OTE £26,880 - £32,256 pa</b>
Location	Museum Street
Responsible For	Safety and support of residents through the night

## About us:

Room at the Inn is a charity based in Warrington supporting homeless and vulnerable people. We support people experiencing homelessness and those who come to us to make positive steps towards a more settled lifestyle. We ensure a safe, stable environment and support when it is needed most for the vulnerable in our town. We provide accommodation and high-quality support offering a welcoming space for people to enable them to take control of their lives.

We offer our service users in a way that is tailored to the individual needs of the people we support to prepare them to successfully move on to their accommodation in the future. This could involve tea and a chat, supporting them to refer and engage with other agencies, encouraging them to partake in life skills from cooking to budgeting as well as everything in between. Although there will be challenging moments, you will be supported by our friendly and experienced team.

## Main Purpose of the Role

This role is responsible for delivering a safe and supportive service to all residents living at Museum Street, Warrington, during the night. The post holder needs to work alongside the day and night teams to ensure effective delivery of high-quality care, support and housing management according to Room at the Inn Policies and Procedures.

## Main Areas of Responsibility

- Ensure the effective delivery of high-quality care, support and housing management according to Room at the Inn policies and procedures.
- To be a supportive and effective part of the team working as part of a rota including nights and weekends.
- Maintain positive relationships with clients, relatives, carers, professionals, commissioners, contractors and the local community.
- Maintain a safe, clean and welcoming environment.

- To support and encourage clients to care for themselves and develop independent living skills.
- To assess and manage risk for individuals and in the service, making use of emergency services as required.
- Report any safeguarding concerns without delay in line with the charity’s policies and procedures.
- Comply with the charity’s health and safety standards.
- Manage challenging situations in line with procedures and to ensure the safety of yourself and others.
- Actively ensure the security of the building through regular checks and monitoring of CCTV system
- To carry out designated cleaning and laundry duties (and any other housekeeping tasks).
- To participate in handovers at the beginning and end of shifts, ensuring that information is properly recorded and passed on where appropriate and relevant and in a timely fashion
- Ensure that IT systems are updated as required and concise record keeping is completed promptly.
- Ensure clients are aware of and support them to maximise their opportunity to be involved in Client Participation.
- To participate in the induction of and support new team members.
- To undertake any other duties that can be reasonably required to meet the operational needs of Room at the Inn
- To undertake such other duties, training and/or hours of work as may be reasonably required, and which are consistent with the general level of responsibility of this position.
- To ensure that Room at the Inn’s Equal Opportunities Policies are complied with and promoted in carrying out the duties of the post.

### Person Specification

Factors	Essential	Desirable
Knowledge, Experience, Qualifications, Professional Memberships and Training	An understanding of working with vulnerable people who face multiple disadvantages	<ul style="list-style-type: none"> <li>• Experience of working with people with mental health, drug or alcohol needs.</li> <li>• Knowledge and understanding of trauma.</li> <li>• Experience of working in a hostel, or similar, environment,</li> <li>• Experience, Qualifications, Professional Memberships &amp; Training</li> </ul>

<p>Communication, Engagement and Relationships</p>	<ul style="list-style-type: none"> <li>• Focused on the views and needs of clients and other stakeholders and ensures that individual focus is at the core of service provision</li> <li>• Modifies own style and approach to achieve goals and effectiveness</li> <li>• Displays self-awareness and integrity in all relationships</li> <li>• Ability to make quick and effective decisions</li> </ul>	<ul style="list-style-type: none"> <li>• Communication, engagement and relationships</li> </ul>
<p>Team Skills</p>	<ul style="list-style-type: none"> <li>• Ability to deal with challenging behaviour</li> <li>• Thrives on working with others: is motivated by working closely with other people, building and managing relationships and meeting new people</li> <li>• Thrives in a fast-paced environment, with a 'can do' attitude</li> <li>• Self-motivated and open: reflects on self, willing to be open and honest about self-reflection and seeks personal improvement</li> <li>• Ability to work across the whole organisation with other services and departments as appropriate</li> </ul>	<ul style="list-style-type: none"> <li>• Team Skills</li> </ul>
<p>Standards and Compliance</p>	<ul style="list-style-type: none"> <li>• Ability to complete and read a risk assessment</li> <li>• Knowledge of voluntary and statutory services available to people Experiencing homelessness and vulnerable adults Able to operate competently regarding managing data and information in accordance with the Data Protection Act (DPA) (2018) and the General Data Protection regulations (GDPR)</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>