

## Waking Night Shift Practitioner

### Blossom Women's House

#### Job Role Profile

- Support Night Shift working pattern including waking and sleeping night shifts
- Provide person centred, trauma informed support throughout the night
- Observe CCTV and complete welfare checks throughout the night, ensuring all women in the property are safe. Including carrying out safety checks in communal kitchens to ensure appliance safety is maintained
- Monitor and control entry into Blossom Women's House
- Provide direct support to the women in relation to: accommodation needs, women's safety, conflict resolution and safer drug use for example ensuring safe practice is followed in relation to women in active drug addiction and providing support to women dealing with substance misuse
- Build strong working relationships and liaise with local policing and anti-social behaviour teams to promote effective management of anti-social behaviour in the area
- Support the wider Blossom team with planning, implementation, monitoring, risk assessments and promoting engagement of in-house groups available
- Ensure all notes are recorded and updated in line with current policy, including report any changes of the women's needs and requests
- Ensure house rules are always observed
- Complete detailed hand over after each shift
- Providing housing related support to individuals who have complex needs and a history of unsuccessful housing placements
- Working alongside internal and external stakeholders, multi agencies in a proactive and flexible basis this will include:
  - Rough Sleeping Outreach Teams,
  - Supported Accommodation,
  - Probation Services,
  - Drug and Alcohol Services,
  - Local Authority Housing team
  - Other community-based support providers
- Maximising effective communication between all partnerships so that the desired outcomes are achieved for the individual
- Reviewing risk assessments to manage the safeguarding factors of the individual
- Information sharing in line with Trevi's legislative data protection and confidentiality safeguards
- Motivating residents to increase participation in health and wellbeing, social inclusion, volunteering opportunities and pathways into paid work
- Actively participate as a member of the team to maintain high standards and continuous improvement including attending regular team meetings and briefings
- Developing Trevi's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To undertake any such additional duties as required to support the service.

#### What can you expect from us?

We will treat you with respect and compassion. We will listen to you. we do what we can to respond to your concerns. We care about you. We want to support you to develop personally and professionally. We want you to enjoy your work. We try to create a work environment that is fun and supportive. We care about your work-life balance and will try to help you manage it.

## Trevi Values

**Aspiration** We want the very best for the women and children we support. We want to see them achieve the best possible future. A fulfilling future.

**Integrity** We hold ourselves to high standards in our practice. Staff, students and volunteers will conduct ourselves with professionalism at all times and promote by our behaviours the values of Trevi House.

**Tenacity** We will never stop fighting for the rights of women and children. We will work tirelessly to ensure that women and children get the best possible opportunity to have a better life.

**Compassion** We offer compassionate care that is person-centred. We do not judge women.

**Courage** We will stand up against injustice. We will have the courage to make difficult decisions. We will put children at the heart of our decisions.

**Collaboration** We will work alongside women and their children. We will work in partnership with stakeholders and the community. We value co-production and will try to ensure that the people who use our services are involved in their design.

## Behaviours we expect from you

You are a representative of Trevi. We require you to present yourself professionally both during and out of work. This includes your activity online / on social media.

We ask you to conduct yourself in accordance with the values and ethos of our organisation, both during and out of work. This includes your activity online / on social media.

The welfare of children is paramount. You must contribute to the effective safeguarding of children at Trevi.

You must treat the users of our services with compassion, dignity and respect at all times.

We ask that you model professional boundaries with your colleagues, other professionals, and the users of our services.

You are expected to be a proactive contributor within the workplace. This includes attending training and participating in reflective learning opportunities.

You must ensure that any discussions held outside the workplace about Trevi are appropriate and do not breach confidentiality or data protection.

## Person Specification

### Essential Knowledge & Understanding

- Comprehensive understanding of the key issues facing women in society especially those with mental health, DASV, criminogenic behaviours and issues relating to substance misuse
- Understand the importance of confidentiality, ensure information is not shared
- Strong written and verbal communication

### Desirable Knowledge & Understanding

- Appropriate and relevant qualification e.g. Social work, Counselling or Health and Social care L3
- Knowledge and willingness to subscribe to a trauma informed method of working
- Ability to resolve challenges and promoting effective communication
- Working knowledge of safeguarding protocols for vulnerable adults

#### Essential Experience

- Working experience and understanding of a supported living environment
- Experience working with vulnerable women
- Previous experience of working with women with active substance misuse
- Ability to work as part of a busy and proactive team to best support with the delivery of services
- Working with service users who can demonstrate challenging behaviour

#### Desired Experience

- Experience working within a women only environment
- Experience working in the supported housing sector
- Ensuring records are maintained and updated in line with internal and regulatory policies and procedures
- Producing detailed handovers, to share key information with team
- Experience assessing risk and need, creating risk assessments to manage the safeguarding factors of the individual

#### Essential Qualities and Skills

- Flexible approach to working hours, supporting a 24 hour service, over a 7 day week including waking and sleeping night shifts
- Excellent time management skills and ability to prioritise competing demands
- Resilience and resourcefulness - proven to be capable of making difficult decisions
- The ability to work with local authorities and partner agencies
- Ability to maintain clear professional boundaries
- Understanding the importance of a non-judgemental approach, treating others with respect, dignity, and equality and recognise that they may have different viewpoints, beliefs, or values
- Ability to accurately review and record details
- Excellent written and verbal communication skills, across a range of forums and medias

#### Desirable Qualities and Skills

- Ability to resolve conflicts and support resolution
- Ability to work well under pressure
- Ability to use strategies that promote professional resilience and management of self in circumstances that may at times be challenging
- Ability to work on own initiative
- Passionate about women's rights