

Job Summary

Waking Night Support Workers will provide compassionate and considered support to residents during the night hours, between 10pm and 8:35 am. They will work alongside a second member of staff to ensure that clients are well-supported, the safety and security of the service are maintained, and that reasonable noise levels are maintained.

Waking Night Support Workers will ensure that clients have access to support throughout the night; clients may seek support at varying times of the day or night dependent on what they are experiencing. Waking Night Support Workers will afford clients responsive and immediate opportunities to engage with support.

The Waking Night Support Workers will assess risk, manage incidents, and provide person-centred support to ensure the safety and wellbeing of all residents throughout the night. Waking Night Support Workers must remain awake for the duration of the shift.

The Waking Night Support Worker will:

- Deliver support to clients with a diverse range of needs
- Provide empathic and responsive person-centred support to clients with enduring mental health needs, and support with all aspects of positive behaviour change, empowerment, motivation
- Contribute to the wellbeing and physical and psychological safety of residents
- Offer opportunities for clients to engage with meaningful support planning, risk and safety planning, and multi-agency coordination
- Work as part of a reflective and supportive team, contributing to co-production and service development.

Responsible to

- Project Manager and through line management to the Trust's Board of Management

Significant Working Relationships:

- a) Residents
- b) BHT Sussex staff
- c) Relevant statutory and voluntary organisations
- d) Community Mental Health Teams
- e) Mental Health Crisis Support providers
- f) Emergency Services

Duties / Responsibilities

Service and support tasks include:

1. To offer informal and practical support to residents to ensure that they feel safe and secure within the project and are treated with dignity and respect
2. To administer medication to residents – training and induction is provided
3. To use a non-judgemental, positive, empowering, and recovery focused approach in all client-related work
4. To offer opportunities for clients to receive 1:1 or group support throughout the night
5. To work alongside Sussex Partnership NHS Foundation Trust and out-of-hours support and/or emergency services
6. To provide responsive sensitive and proportionate support to residents in the event of incident or crisis
7. To undertake the practical delivery of the project whilst on shift including:
 - a) Working within BHT Sussex policies and procedures
 - b) Ensuring that residents are safe throughout the night
 - c) Managing behaviour which jeopardises the aims or safety of the project
 - d) Ensuring the building and all communal areas are clean, including kitchens, and encouraging residents to take responsibility for keeping their personal space and communal areas clean
 - e) Regularly monitoring all areas of the premises, ensuring security and safety procedures are adhered to
8. To use BHT Sussex client database to maintain professional casework files and to fulfil monitoring requirements
9. To use Windows and Microsoft Office programs including Word, Outlook and Excel
10. To undertake manual and computerised administration tasks such as the upkeep of daily and weekly logs, client records, and outcomes
11. To work in accordance with Medication Policy and Procedure (medication training is provided)

General:

12. Cleaning communal areas of the property including office space, and/or supporting residents to clean and maintain health and safety and hygiene standards
13. Attendance and participation in team and other meetings as required by the manager
14. Attendance and engagement in supervision, annual appraisal and in undertaking appropriate training
15. To work in accordance with BHT Sussex policy and procedure and to carry out duties with due regard to these
16. To undertake such duties appropriate to the grade and character of the work as may be reasonably required
17. To remain awake throughout the duration of the shift, including during rest break/s

It is the duty and responsibility of each employee to familiarise and comply with, BHT Sussex's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT Sussex's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.