

Role Profile

Common Points for all Roles

Specific role profiles have been developed for each role in Cork Simon which outline the objective, key tasks, performance indicators and skills required. Cork Simon Community requires that any person who wishes to work, in any capacity, within the Community should also know and observe Cork Simon's values and practice including:

- Encourage community members to participate in the community.
- Understand the empowerment model and implement it.
- Understand and observe Health and Safety standards and practices.
- Adhere to boundaries, respecting confidentiality etc.
- Maintain Professional and Ethical standards of Practice.
- Participate in the development and implementation of best practice community policy, practices and procedures.
- Promote equal opportunity policies.
- Attend and be punctual when scheduled for attendance.
- Attend and participate in team and Community meetings.
- Attend and participate in Training.
- Be flexible in providing cover in other community projects when the need arises.
- Be empathetic when dealing with people in personal crisis.
- Maintain good Self-Care and manage their time well.

Role Title: Night Worker **Project:** Homeless Emergency Support Service

Objective: Provide overnight accommodation in a safe and supportive environment for residents while encouraging them to engage with other Cork Simon support services.

Key Tasks:

Initial Contact:

- Provide a welcoming atmosphere for people using the service
- Provide a safe, friendly and non-judgemental environment
- Admission of service users
- Completion of admission records

Emergency overnight Accommodation:

- Ensure the operations of the project run smoothly and in accordance with the policies and procedures of Cork Simon Community
- Carry out any out of hours admissions following organisation policies or provide information about other options
- Respond to phone calls and visitors during the night as appropriate

Basic Services:

- To assist and maintain good order and organisation in the project
- Night-time security and monitoring of the building and its environs.
- Staffing the reception area as necessary.
- Supervision of residents
- Work with the project team and residents to manage any behavioural issues that arise
- Respond immediately to fire and safety and security alerts as per procedures

- Liaise with emergency services and other night services as appropriate
- Be respectful in dealing with residents
- Ensure Shelter is prepared for following day, deliveries, (bread etc), bins put out.
- When required, ensure the Daycentre area is prepared for service users coming into the service, the floor area is cleared, beds made up, all bedding put away the next morning, sleeping bags etc. sent to the laundry, the place is cleaned thoroughly and Daycentre is ready for the opening of the RSS service. The service will only operate in the Daycentre area for the winter season.

Record Keeping:

- Record admissions, maintain bed-list, duty diary, refusals list etc. (hard copy and electronic copy)
- Update and save electronic records
- Record any incidents accurately and appropriately
- Provide a night report for the morning handover
- Maintain accurate records of materials on the projects
- Fill in time sheets accurately and ensure they are available for signing by line manager
- Report any incidents in the vicinity of the Shelter and pay special attention to anything that impacts on neighbours
- If absolutely necessary to handle cash, record it accurately, issue receipt and secure it safely

Team Work:

- Work as part of a team within the Homeless Emergency Support Service
- Follow guidelines on managing issues with any residents as instructed by line manager
- Participate in the development and implementation of best practice
- Work as part of a team with the Emergency Shelter, Day Service and Outreach, Housing Plus, Residential and other Cork Simon projects.
- Debrief as a team at the end of each shift and complete handover
- Work positively and effectively as a member of a team and contribute to the development of the staff team including attending team meetings, training and internal/external meetings as required
- Participate in the development, operation, monitoring and review of quality work standards as appropriate
- Participate in induction of new staff & volunteers as appropriate
- Carry out any other appropriate work as requested by the supervisor

Health & Safety

- Staff must make themselves aware of health & safety policies affecting the workplace and to conform to regulations regarding safe practices (infectious diseases etc.) and the use of safety equipment.
- Comply with no smoking rules, use of protective clothing, glasses, gloves or footwear etc. where deemed necessary by Cork Simon Community.
- Comply with all health & safety standards and work with due regard their own safety and the safety of others
- Participate in courses pertaining to health & safety and manual handling.
- Ensure high standards of hygiene (including HACCP) are maintained in the building
- Carry out Health and Safety checks and procedures
- Ensure the building is secure including all external windows and doors
- Ensure all hallways, staircases are kept clear of obstruction
- Ensure residents are familiar with the building

Fire Safety

- As far as is practicable, be responsible for safety and security of staff, volunteers and residents in Anderson's Quay Complex (including Shelter, Mill House and Riverview Apartments)
- Participate in regular fire drills and be fully aware of evacuation plans, positioning of fire-fighting equipment, etc.

- Be responsible to ensure that fire and safety equipment is in good working order and to make the line manager aware of any repairs and/or replacement needed for such equipment.
- Ensure all fire exits are accessible
- Advise residents of fire and safety regulations, evacuation procedures etc.
- Liase with staff at Mill House on fire & safety issues

Maintenance:

- Report any faulty or broken equipment
- Maintain the building to a high standard of cleanliness and hygiene
- Report and request the replacement of any cleaning materials, bedding food etc. and forward to the Emergency Shelter Housekeeping
- Deal with any spillages immediately and appropriately
- Carry out cleaning duties on each shift

Professional Development:

- Participate in the supervision and appraisal process and implement the individual learning plan as devised with the supervisor.
- Carry out other responsibilities commensurate with the role as requested by your supervisor

Key Performance Indicators:

Response at door
Resident feedback
Supervisor feedback
Response to neighbours
Boundaries managed effectively
Excellent understanding of confidentiality and implementing this appropriately
Person centred approach
Critical incidents managed successfully
Maintaining high standards of services and health and safety
Accuracy & quality of records
Effective teamwork
Implementation of individual learning plan

Skills Required:

Coping with pressure
Developing rapport with residents
Excellent boundaries
Excellent Interpersonal
First Aid
Flexibility and initiative
Handling challenging behaviour in appropriate way
Health and safety
IT / PC Skills
Knowledge of issues relevant to rough sleepers
Knowledge/awareness of Mental Health, Drugs and Alcohol issues and the range of responses
Listening
Numeric & report writing
Problem solving
Self care
Teamwork

Supervisor: Team Leader or designated Project Worker

PERSONAL SPECIFICATION

Night Worker – Homeless Emergency Support Service

Specification	Essential	Desirable
Knowledge	<input type="checkbox"/> Homelessness & Social Deprivation - Non-Judgemental Approach - Confidentiality - Person centred approach - Excellent boundaries	<input type="checkbox"/> Mental Health issues <input type="checkbox"/> Addiction issues
Skills	<input type="checkbox"/> Good Communication and interpersonal Skills <input type="checkbox"/> Numeric & Written Skills <input type="checkbox"/> Problem solving skills <input type="checkbox"/> Record keeping, report writing <input type="checkbox"/> Manage challenging behaviour appropriately <input type="checkbox"/> IT / PC skills	<input type="checkbox"/> First Aid <input type="checkbox"/> Health and safety training <input type="checkbox"/> Fire safety training <input type="checkbox"/> HACCP
Ability	<input type="checkbox"/> To work as part of a team <input type="checkbox"/> To work on own initiative <input type="checkbox"/> To work under pressure <input type="checkbox"/> To empathise <input type="checkbox"/> To take direction <input type="checkbox"/> Self-care	
Experience	<input type="checkbox"/> Previous experience in a similar setting	<input type="checkbox"/> Working in the Voluntary Sector <input type="checkbox"/> Working with homeless people
Qualifications		<input type="checkbox"/> Social / Care qualifications or relevant experience <input type="checkbox"/> Nursing Skills <input type="checkbox"/> Leaving Certificate or equivalent
Personal Attributes	<input type="checkbox"/> Assured Manner <input type="checkbox"/> Honesty <input type="checkbox"/> Integrity <input type="checkbox"/> Flexible to the working environment <input type="checkbox"/> Sensitive <input type="checkbox"/> Patient <input type="checkbox"/> High Tolerance Level <input type="checkbox"/> Confident <input type="checkbox"/> Mature Approach <input type="checkbox"/> Commitment to Social Justice	

ADDITIONAL INFORMATION

<i>Cork Simon Community</i>	
Job Title	Night Worker
Vacancy	Fixed term contract until 27 th March 2022. We will also be recruiting for a panel from which to fill future Night Worker vacancies.
Location	Homeless Emergency Support Service
Hours / days per week	2 – 3 shifts per week which can include weekends and public holidays. The hours of work are either 10.30pm to 8.30am or 10pm to 8am (10 hour shifts).
Number of hours per week	An average of 26.67 hours per week over a 3-week rota, working 2 shifts one week & 3 shifts for two weeks.
Salary	Starting salary is assessed according to experience. Maximum salary starting point is Point 2. Point 1: €18,319, Point 2: €19,442, Point 3: €20,277, Point 4: €20,626, Point 5: €20,773, Point 6: €21,121, Point 7: €21,477, Point 8: €21,866, Point 9: €22,205
Night Worker Allowance	€28.07 per shift (Point 1), €29.79 per shift (Point 2)
Sunday Allowance	Double time where applicable
Public Holiday	Double time where applicable
Saturday Allowance	€14.23
Holidays	5 weeks annual leave pro rata for fixed term contract
Occupational Pension Scheme (Defined Contribution Scheme)	Optional membership on completion of 6 month's service. Employee contribution is minimum 3% with option of Additional Voluntary Contribution. Employer contribution 5%.
Death in Service Benefit Group Scheme	Compulsory membership on joining the pension scheme. Death in Service Benefit contribution is currently €1.15 per week. Benefit is twice annual salary.
Health Insurance Group Scheme	Optional Laya Healthcare membership. 10% group discount applies. No employer contribution.
Closing date:	Tuesday 18 th June 2019 at 12 noon
Interviews:	Week commencing 24 th June 2019