



Gatelodge, 8 Flax Street, Belfast, BT14 7EQ

JOB DESCRIPTION

Post: Foyer Night Support Worker **Analyst:** Caroline Keenan Jackson, Director of Housing & Corporate Services
Date: July 2020 **Department:** Flax Foyer, 16 Flax Street

1. JOB DETAILS

- a. **Responsible to:** Foyer Manager
N/A
- b. **Responsible for:**
- c. **Working hours:** 37 hours per week (on a weekly rota, to include lone working, nights, some evenings and weekends)
- d. **Wage level:** NJC Point 3 (£18,065)
- e. **Desirable Qualifications:**
GCSE Maths and English Language, passed at C Grade or above, or equivalent
- f. **Essential Experience/Skills:**
A minimum of 6 months' experience (gained within the last 5 years) of providing security/support. Excellent interpersonal and communication skills.

2. JOB SUMMARY

The Foyer provides accommodation and support services to young adults for a maximum of 2 years. The service encourages residents to be able to achieve self-reliance and independence through access to training and personal development. The job holder will support the development of young adults aged 18 – 25 years during their stay in the Foyer as well as contributing to the overall operation of the Foyer.

3. KEY TASKS

Resident Support

- 3.1 To provide support and advice to clients
- 3.1.1 Promote equal opportunities, anti-discriminatory practice, diversity and individual rights
- 3.1.2 Report and document any inappropriate resident behaviour
- 3.1.3 Prepare incidents reports for Foyer Manager as and when required
- 3.1.4 Contact emergency services when required and follow up with Foyer Manager
- 3.1.5
- #### Health and Safety/Security
- 3.2 To ensure the Foyer building, property and residents are safeguarded and monitored
- 3.2.1 To monitor CCTV to ensure residents are behaving in a socially responsible manner and visitor access is authorised

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| 3.2.3 | To maintain a log of residents, and their visitors, entry and exit of the Foyer |
| 3.2.4 | To receive and issue keys to individual flats. Record key management into the log book as residents and their visitors enter/leave the Foyer |
| 3.2.5 | To ensure fire safety procedures are adhered to |
| 3.2.6 | In the event of a fire emergency, contact NI Fire and Rescue Service, evacuate the building, take a roll call at assembly point and inform Manager |
| 3.2.7 | To be aware of, and adhere to, the procedures for dealing with breaches of security |
| 3.2.8 | To carry out health and safety duties with regard to property, i.e. security checks, door/windows equipment, trip and slip hazards, cleaning duties etc. |
| 3.2.9 | To report any maintenance defects/repairs via internal reporting procedure |
| 3.3 | Administration |
| 3.3.1 | To respond to phone calls and follow up action as required |
| 3.3.2 | To record contact with residents |
| 3.3.3 | To assist in file maintenance |
| 3.3.4 | To adhere to Data Protection policy and procedure |
| 3.4 | General |
| 3.4.1 | Ensure adherence to the policies and procedures of the Association, particularly those regarding equal opportunity, health and safety and confidentiality. |
| 3.4.2 | Adhere to the rules of NB Housing in relation to Section 75 and equality of opportunity |
| 3.4.3 | To promote the organisations Mission, Values (Leadership, Aspiration, Personal, Esteem, Community & Integrity) Aims and objectives |
| 3.4.4 | To maintain professional boundaries and confidentiality within the Association |
| 3.4.5 | To attend staff meetings and training |
| 3.4.6 | To participate in Performance Reviews and supervision sessions |
| 3.4.7 | Actively promote the operations of the Association and maintain and develop links with outside agencies, ensuring the best interests of the Association are promoted at all times |
| 3.4.8 | Carry out any other duties as may be reasonably expected from time to time. |