

Huggard - Night Worker - 24-hour Hostels.



HUGGARD: Helping
the Homeless

Overview

Huggard is a Charity helping homeless people in Central Cardiff. We work with people who require **emergency interventions** and look to ensure we are supporting our clients to **exit homelessness** for good.

We run two complex need hostels with self-contained rooms and emergency beds - 88 spaces in all.

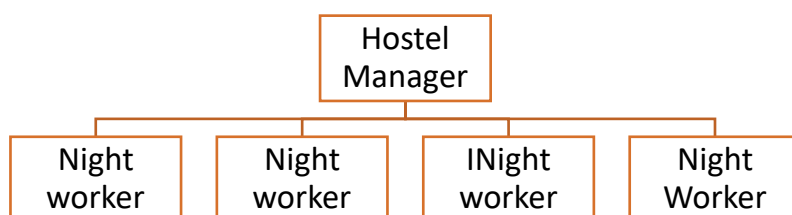
We run a day centre that is open 365 days a year providing health, housing, personal development, training services, two hot meals a day, access to computers, benefits advice, laundry and other services. We support those who are rough sleeping, in our accommodation and those temporarily housed.

Overview of the Role.

Our Night workers work on rota with 2 on each shift + a security guard.

The role is focused on empowering residents by addressing needs, safety clients, security, cleanliness and maintenance of the building and basic harm reduction activities. Working towards positive outcomes for our residents and inspire hope.

Staff Structure on Nights in Hostels



Key Responsibilities

Key Aim: To provide a safe, secure, well maintained service and provide clients with support through the night that addresses emergency concerns and issues as well as supporting clients long term recovery plans.

- Providing a Safe, welcoming and supportive environment for people experiencing homelessness and related support needs
- Working with residents to establish aspirations and goals that are ambitious

and achievable.

- Helping individuals to identify and overcome the barriers that can cause a return to homelessness and may prevent them from moving into more sustainable accommodation.
- Supporting individuals to engage with existing housing, health and support services and understand and work to individuals support plans and risk assessments as part of the Huggard Multi-disciplinary team.

Working with Clients duties

- Be a warm and welcoming presence for when people access our service
- Engage with a range of individuals who have multiple and compounded support needs with a view to engaging them in appropriate services, build on their skills and strengths and supporting them in their own homes
- Provide housing related support including aiding clients with paying rent, maintaining their room to a decent standard and other key skills.
- Providing support around developing key life skills; including digital literacy, budgeting and citizenship.
- Support those in crisis effectively with clear communication and action and referral to expert support.
- Employing effective de-escalation/conflict resolution skills aimed at supporting behaviour change

Emergency Accommodation and Service

- Induct new residents into the service, explaining the facilities and support on offer including health & Safety information and procedures
- Complete Housing Benefit forms and other necessary paperwork for all new clients
- Ensure that any new accommodation is ready for use
- Provide Harm Reduction support and advice and referral and operate the Needle exchange for the service as appropriate.

Health and Safety and Security.

- Ensure that communal areas and shared facilities are regularly patrolled and inspected throughout the night and kept in a clean and orderly state
- Work with the on duty Safe-Guards to maintain a safe and welcoming environment that is based on maximising inclusion/engagement and minimising exclusion from services.
- Manage incidents appropriately, complete incident reports, participate in debriefs, liaise with the police as appropriate
- Ensure communal areas, office spaces, void rooms and external areas are free of litter, cleaned and any maintenance issues are reported.
- Assist in the organised storage of client belongings as required and in line with Huggard procedures

Communication

Huggard Job Descriptions – Night Worker

- Ensure important and relevant information is handed over to the necessary people and hostel handovers are completed thoroughly
- Record information on Huggard database and update and complete relevant documentation for the role.

GENERAL

- Promote and uphold the dignity of Huggard clients and abide by Huggard's Equality, Diversity and Inclusion Policy.
- Adhere to Huggard's Policies and Procedures at all times.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in team meetings, training for the role and other meetings as required.

This job description covers the current range of duties and will be reviewed from time to time. It is Huggard's aim to reach agreement on changes, but if agreement is not possible, Huggard reserves the right to change this job description.

Person specification

ESSENTIAL REQUIREMENTS

Experience, Skills, Knowledge and Abilities

1. Confidence in working with people who have suffered traumatic lives and may experience difficulty in motivating themselves to effect positive change.
2. A willingness to work in a psychologically and trauma informed way adhering to evidenced ways of working and best practices
3. A willingness to be involved in creating a psychologically informed services where the site is secure, safe, well maintained and clean.
4. Experience of working as part of a team to get results as well as taking your own initiative when required.
5. An ability to be calm, resourceful and enthusiastic in their work
6. The ability to problem solve, work dynamically and adapt to changing situations at work
7. Strong communication (written and verbal) and relationship-building skills

The following are required of all roles with Huggard. However, you do not need to address these in your application.

- Genuine interest in and commitment to Huggard's work and client group.
- An understanding of and commitment to diversity & equality.
- Willingness to work flexibly in response to changing organisational requirements.

Huggard Terms and Conditions for this role - Relief

Salary. Huggard is a real living wage employer. Relief Workers/Casuals receive £12.60 per hour + 10% Holiday Allowance.

This is reviewed annually to take account of cost of living, rises in the real living wage base rate. For exceptional candidates Huggard will look at the banding for this role.

Working hours Night worker roles work across the week 11 hour shifts with an hour unpaid break as part of this. The Rota pattern equates to 7 shifts in 14 with every second weekend off. The hours are 38.5 hours per week with unpaid breaks

Huggard Terms and Conditions for this role – Permanent members of staff

Pension. Huggard operates a Group Personal Pension Scheme through Standard Life for all contracted staff and pays an employer's contribution equivalent to 7% of each employee's salary into the scheme and the employee pays a minimum of 1%

Holiday. Huggard holiday entitlement It starts at 5 weeks' holiday (6.6 weeks including Bank Holidays). Staff required to work Bank Holidays will be given time off in lieu and some Bank Holidays also attract double pay.

Healthcare. Huggard pays for Benenden Healthcare for all contracted staff. The immediate benefits for staff include:

- 24 hour GP advice line, 24/7 counselling helpline (relationship, money, employment, anxiety), Health advice line
- After 6 months in the scheme, staff have access to: Treatment and surgery, Local consultations and tests, Physiotherapy, Counselling & psychology for stress, bereavement, anxiety or depression as well as other mental health problems. Financial help with cancer or TB.

Meals. Staff are able to make use of Huggard's kitchen services at a subsidised rate.

CycleScheme: providing staff with the benefit of being able to purchase bicycles at a reduced rate through a salary sacrifice scheme.