



Job Description

Job Title: Night Support Worker
Reporting to: The Manager/Team leader
Date of Issue: November 2021

Our Vision

Our vision is a community where every person is valued, cared for and supported at every stage of life. We work to achieve this vision by providing essential supports for people at challenging times in their lives and by advocating for systemic change to remove the root causes of inequality and disadvantage that constrain the wellbeing and development of individuals, families and communities.

Our Mission

Our mission is to make a difference by empowering people, creating change and strengthening communities. We understand, respect and respond to the needs of those who struggle with the challenges of homelessness and domestic abuse and we support older people towards healthy and active ageing.

The COPE Galway Approach

Everything we do is guided by the COPE Galway Approach to help us achieve our vision of a community where every person is valued, cared for and supported at every stage of life.

This assets-based and person-centred approach recognises that each person has attributes and strengths that can make positive differences in their own lives. We achieve results for the people we work with because of our Approach.

The COPE Galway Approach is built on:

- Understanding - Deep listening, storytelling, learning, developing, openness, connections.
- Respect - Valuing the whole person, empowering, trusting, believing in the potential of others, drawing on strengths and abilities.
- Response - Quality, professionalism, making an impact, challenging ourselves, continuous improvement.

Strong human relationships form the basis for the COPE Galway Approach. These relationships are established on how we understand and respect those we work with and how we respond so that we positively impact people's lives.

See COPE Galway Strategy 2020-2025 'Making a difference' for further details on the COPE Galway Approach.

Background

An additional emergency accommodation hostel service for single people is operating in Galway City. This is part of the response to homelessness in the context of COVID-19 and the winter initiative in response to homelessness for 2021-22 and incorporates a COVID-19 Response Short Stay Accommodation Service (STA) up to April 2022 and the seasonal Cold Weather Response for the winter period of 2021/22 up to April 2022. This operates from a commercial tourist accommodation setting with capacity to accommodate up to 24 single people - men and women

- as a COVID Response project including designated self-isolation spaces and an additional up to 16 beds for the period of operation of the Cold Weather Response.

The Hostel is one of a number of emergency accommodation services run by COPE Galway. The hostel provides a range of services for homeless persons in Galway including:

- Accommodation for homeless individuals each night requiring emergency short-stay accommodation - capacity to accommodate a minimum of 24 people on a short stay emergency accommodation basis up to April 20th 2022 and a further 16 people for the period of operation of the Cold Weather Response from November 2021 to April 2022.
- Food/meals service to residents.
- Advice and support services, including proactive assistance to find move-on accommodation.

See appendix 1 below for full range of COPE Galway's Homeless Services

Overall Purpose of the job

Working in close cooperation as part of a staff team comprising of project workers, assistant project workers, night support workers and ancillary and housekeeping staff, under the leadership and guidance of a Manager and Team Leader, the focus of the work of this post will be on the smooth and safe operation of the service at night time.

The primary focus of this role is on maintaining operations of the project at night time, responding to and addressing any emergency situations that arise overnight. This role is a hands-on role focused on providing practical assistance and support to clients and supervising the operation of the building and its surrounds when on duty at night time. This role also involves interacting directly with clients of the service responding appropriately to their needs and will be part of the core staffing cover on a rostered basis. Duties include supporting staff in working with clients as required and appropriate, administrative tasks as assigned, and general cleaning tasks in line with the maintenance schedule.

This job description will be subject to review to take account of any changes necessary as the project develops over time.

Duties and Responsibilities

Night Support Worker

General:

1. Provide onsite staffing in the service at night time focused on helping ensure the smooth and safe operation of the project as part of a wider team that provides on-site staffing cover on a 7/7 basis
2. Work in accordance with the COPE Galway Approach, which is based on strengths-based principles of understanding, respecting and responding to the individuals who use the service.
3. Work with the clients, providing them with practical support in relation to their stay in the project.
4. Work in accordance to the vision and mission of COPE Galway.
5. Comply with organisational and service policies and procedures to ensure consistent professional delivery of services and the maintenance of quality standards
6. Contribute actively to the development of the service, its review and evaluation and keep updated on best practice
7. Work to ensure a high quality of service is provided to all
8. Operate to an outcomes focused approach. Use a solution-focused approach in working with clients in the service in order to support clients to achieve positive outcomes.
9. Be flexible in the delivery of the range of services provided at the service.
10. Participate in the operation of the service in accordance with national quality standards

11. Contribute to the fostering of positive relations with the local community and in particular with those living in the immediate neighbourhood by responding to enquiries made to the project

Clients

12. Treat all clients of the service respectfully and work to ensure that there is a welcoming and friendly environment for all users of the service
13. Support colleagues in dealing with referrals for admission and make admissions or referrals as appropriate and as per policy guidelines
14. Keep the needs of the clients of the service at the centre of service provision
15. Ensure the practical needs of clients are met through the provision of laundry and bedding
16. Operate in accordance with the policies and procedures in place for communication and consultation with users of the service and support the organisations policy of encouraging client involvement by assisting colleagues with client participation initiatives.
17. Address and respond to complaints from clients in accordance with the COPE Galway Complaints Policy and Procedure
18. Participate in the induction of new clients with particular reference to familiarising them with the layout and operation of the building, health and safety requirements including in respect of COVID-19 and fire safety and evacuation procedures
19. Record and maintain records of any incidents and other day-to-day happenings in the appropriate incident books and diaries
20. Keep other colleagues on duty fully apprised of such incidents and happenings
21. Attend and participate fully in hand over meetings ensuring that relevant information is recorded
22. Ensure that repairs are recorded and reported to the relevant person
23. Promote client participation by organising and encouraging individual clients to play a part in the day to day activities of the project

Administration & Reporting

24. Document your work in accordance with the policies and procedures and best practice guidelines in place and furnish reports as required
25. Use the database systems in place including the Pathway Accommodation & Support System (PASS)
26. Communicate effectively with colleagues at all times
27. Ensure that all incidents, emergencies, events and handovers are recorded using the recording systems in place
28. Carry out administrative and financial procedures assigned to you in accordance with organisation policies
29. Prepare and submit written reports as required.

Health and Safety

30. Ensure that you read and understand and fully adhere to health and safety standards and requirements as set out in the COPE Galway Safety Statement and related policies and procedures including the COPE Galway COVID-19 Protocols and statutory requirements under the Safety, Health and Welfare at Work Act, 2005 and identify and report to the manager any concerns as they arise.
31. Contribute to the development and updating of Health and Safety practices in the project
32. Familiarise yourself with safety features of the premises and project including the Fire alarm system and other fire safety equipment and participate in carrying out fire drills when scheduled to take place while you are on duty
33. Make every effort at all times to ensure for your own safety, health and welfare, and that of others who may be affected by your actions or omissions
34. Use protective equipment (PPE), clothing or other means for securing your own safety, health and welfare and that of clients, with particular attention to safeguarding against the contraction and transmission and spread of COVID-19

35. Work to ensure that Health and Safety requirements are understood by clients, and are fully complied with a particular focus on COVID-19 regulations and guidelines.
36. Ensure that domestic, health, and hygiene standards in the building are maintained at the highest standards.
37. Ensure that details of all incidents and accidents are recorded and reported appropriately
38. Participate in Health and Safety training

Staffing

39. Operate in accordance with the COPE Galway Human Resources Policies in respect of all aspects of staff recruitment and management.
40. Participate in regular supervision and performance appraisal with your line manager and assist in job-related training needs - supervision and appraisal meetings will be scheduled to take place during day time hours on off days on the rota
41. Help identify your training needs and participate in appropriate training programmes
42. Attend and participate at staff meetings and other meetings as required
43. Undertake specific roles within the service as required (e.g. Health and Safety representative, COVID-19 lead, Quality champion) and within the wider organisation
44. Always act in the best interests of COPE Galway
45. Undertake any other duties commensurate with the role

Volunteering

46. COPE Galway services value the contribution of volunteers in helping us to address our mission and make a positive difference in the lives of our clients. All staff are required to be fully committed to supporting volunteers in their role, helping them to fulfil their potential and enabling them to make a positive contribution to the community. This role may involve working alongside volunteers in the project.

The Community and Neighbourhood

47. Contribute to the fostering of positive relations with the local community and in particular with those living in the immediate neighbourhood by responding to enquiries made to the project
 48. Address and respond to reports or complaints made to the project from members of neighbourhood community in a respectful and considered manner and with the aim of resolving such complaints in a timely and effective manner
 49. Endeavour to promote the work of the project and COPE Galway
- 50. Undertake any other duties as may be reasonably required**

This Job Description is not an exhaustive list of all duties and responsibilities that may be required and is subject to change in accordance with the needs of the Project

Key terms and conditions of employment;

Hours of work: 37 hours per week; live/waking nights (across a seven-day rota)
Salary: Care Assistant Scale
Method of pay: Monthly, by Direct Debit
Annual Leave: 22 days per annum plus bank holidays (equivalent in hours) pro rata
Nature of
Contract: Fixed Term Specific Purpose
Place of work: Current location is Glen Oakes Hostel, Galway or any other location when the service is relocated
Contract Duration: To April 30th 2022

PERSON SPECIFICATION

Essential Requirements

Education:

- **Minimum Level 6 on the National Framework of Qualifications in social care/addiction studies/health care/disability or similar**

Experience:

- A minimum of one year's experience of working in the area of homelessness or other similar area of work with socially disadvantaged
- **Experience of working with people who are homeless**

Knowledge

- Understanding of why people become homeless and the related needs they may have
- **Understanding of a broad range of issues including relationship and family breakdown, poverty and social exclusion and mental health and addictions**
- Knowledge and understanding of the Children First Guidelines and child protection and welfare
- IT - competent in the operation of Word, Excel, Internet/e-mail and data bases

Core competencies:

- Understand what is required in the role
- Ability to operate effectively as part of a team and act on instructions or directions provided
- **Act in a manner which is mature, responsible, competent and reliable**
- Actively engage, communicate and listen to clients of services on a day to day basis
- Act with the client in mind and consider their needs to be of paramount importance
- **Work co-operatively with colleagues and assist in the maintenance of an environment which fosters effective team working**
- I follow through on all required actions in working towards meeting client needs and team goals
- Demonstrate a genuine interest in the client group
- Remain positive and motivated in the face of setbacks or pressure and seek solutions
- **Remain calm in difficult situations and act calmly when difficult or challenging behaviours occur**
- Communicate clearly the expected standards of behaviour of clients
- Listen and am open and honest in all interactions with others
- Understand confidentiality, disclosing information only to those who have a right and need to know
- Encourage and support clients to take responsibility and contribute to their own welfare
- Accept accountability for own decisions and actions
- Use common sense and refer to existing practices and procedures when analysing a problem
- **Demonstrate an openness and willingness to adapt to change**

Appendix 1

COPE Galway Homeless Services

COPE Galway operates a range of services for people who are homeless or at risk of homelessness in Galway City including;

Day Centre Services

Targeted on single person households who are homeless or at risk of homelessness in Galway City. Services include the provision of information and referral to accommodation and mainstream services and assistance in securing long term accommodation. Food and access to washing and laundry facilities are available. The service operates from Monday to Saturday during day time hours.

Family Support Services

Working with and support families who are homeless or at risk of homelessness including providing and placing families in emergency accommodation (operating some of this accommodation directly in the form of self-contained units at various locations in the community); homeless prevention interventions, resettlement and tenancy support and the provision of information and referral to mainstream services and assistance in securing long term housing.

Resettlement and Tenancy Support Services

Focused on supporting people through their transition to independent living when moving out of homelessness and for the period of time required to help establish and sustain their tenancy.

Transitional Accommodation

Includes the Towards Independence Project and other transitional and community based accommodation for single person households which prioritises referrals from COPE Galway emergency accommodation services.

Emergency Accommodation Services

24/7 services at Fairgreen Hostel (26 spaces for single men), Osterley Lodge (12 spaces for women and women with children) and Cold Weather Response (additional beds for winter months) focused on responding to the accommodation and other support needs of single people who are in crises, supporting them to move out of homelessness and secure suitable longer term accommodation. An Out of Hours Freephone Service operates each evening from 7pm to 11pm and facilitates referrals and placements for people in need of emergency accommodation. The Family Hub is a 24/7 STA emergency accommodation service for families.