

Role Profile

Role Title:	Housing Assistant Night Cover (HANC)
Reporting To:	Service Coordinator/Services Manager
Level:	Level 6
DBS Required?	Yes (Enhanced)
Role Purpose:	<ul style="list-style-type: none"> • Provide overnight staffing cover to ensure customer safety and security, to provide customers with a timely, appropriate, calm, professional and service through the night <p>This involves:</p> <ul style="list-style-type: none"> • Working shifts in line with the requirements of the service (detailed in the Service Specification) which is intended to be a mix of waking and sleep periods. N.B. we expect you to be flexible in terms of these hours and to respond willingly to any customer needs or emergencies during the sleep period, which may result in a shift without a sleep period if the situation you are responding to requires this • Creating and maintaining a safe and secure environment for all individuals in the project using your own initiative to ensure appropriate responses to any issues. This duty of care extends to all visitors & those working in the service. This will include making judgements in regard to non-residents being permitted access to the service • To communicate and collaborate with internal and external services where required in response to an issue e.g. emergency services, GPs, families, internal/ external maintenance services • Ensure all required reporting and record keeping is undertaken • Supporting Service approaches to safeguarding and protecting customers from abuse; reporting any safeguarding concerns to a senior staff member and/or local authority as required • Responding to emergent risks including clinical/medical emergencies, referring customers to internal colleagues or external agencies as appropriate • Fostering peoples equality, diversity and rights

	<ul style="list-style-type: none"> • Where required, responding to issues in other services to enable the management of safety issues in all local Genesis Care & Support services • To assist in maintaining an agreed standard of cleanliness across the service <p>To succeed in this role you will need to have a flexible attitude and be willing to undertake any tasks your customers, manager or other senior managers reasonably ask of you; taking into account your role and location.</p> <p>NB – specific tasks and responsibilities may vary depending on the Service(s) you are recruited to and the needs of the business, which may change from time to time.</p>
--	---

Key accountabilities	Key elements
Delivering services to customers	<ul style="list-style-type: none"> • Ensure that you deliver work to a consistently high standard at all times • Communicate with customers and their families or carers in a receptive and informative manner, at a pace and level consistent with their abilities, preference and beliefs • Follow up incidents and complaints of anti-social behaviour, taking appropriate immediate action in line with Genesis policies and procedures • Be aware of safety plans for each customer within the service, how to deal with an emergency involving that person and if they had specific health needs • Promote the Genesis complaints policy to customers and refer informal complaints to the Services Manager in a timely manner • Deliver services to meet our customers’ expectations as detailed later within this role profile
Organisational and management expectations and standards	<ul style="list-style-type: none"> • Ensure you deliver the service to a consistently high standard and in a manner consistent with the relevant Genesis strategies • Demonstrate genuine equality and diversity in all aspects of service delivery • Deliver local improvements to ensure customer satisfaction targets are met for all relevant service areas as defined by your manager • Take responsibility for ensuring you have an effective handover of issues from Service staff, and in particular that you are aware of any emerging

	<p>issues or concerns involving customers that may escalate whilst you are working</p> <ul style="list-style-type: none"> • Ensure you provide effective hand over back to Service staff at the end of your shift, ensuring they are aware of emerging issues or concerns, events or incidents from you shift • Actively participate in supervision, appraisal and target setting meetings, recognising your strengths, successes and areas for improvement
Technical and Professional Skills	<ul style="list-style-type: none"> • Deliver a high quality, customer focused and responsive service • To have an understanding of the Association's statutory, regulatory and contractual obligations • Make regular routine inspections of the premises to check safety and security of the premises and the customers in line with the requirements of the service (to be agreed with the Service Coordinator) • Be responsible for the security, Health & Safety and fire safety requirements of the service and premises • Provide basic First Aid skills • To attend such training and development programmes as are necessary to attain or enhance your skills appropriate to the tasks and responsibilities for the post
Efficient use of Resources	<ul style="list-style-type: none"> • To be aware of the financial cost of resources and property • To understand the implications of damage and/or loss to property • Ensure good management of your time through effective organisational skills
Team Working	<ul style="list-style-type: none"> • Work collaboratively with team members and other colleagues (e.g. volunteers), sharing knowledge and information where appropriate, and providing assistance where necessary • Demonstrate genuine equality and diversity in all aspects of customer and colleague relationships, and service delivery • Role model the standards, values, behaviours and culture of Genesis • Develop a positive relationship with all customers, staff and other visitors by becoming an integral part of the team
Systems & Process	<ul style="list-style-type: none"> • Follow Genesis (and Genesis Care & Support) policies and procedures; identify and suggest improvement to local procedures as appropriate and participate in policy and procedure reviews to influence and ensure improvements

	<ul style="list-style-type: none"> • Undertaking written and on line reporting as required in line with policy and procedures (Genesis wide requirements as well as local service requirements)
Governance, Compliance and Health and Safety	<ul style="list-style-type: none"> • Assist the Association to meet all statutory, regulatory and contractual obligations • Produce timely and accurate reports within the remit of your role and as requested/directed by your managers • Comply with all statutory, regulatory and business requirements on health and safety, reporting any concerns or breaches to promptly to your manager • Comply with all policies and undertake all mandatory training in relation to the protection of vulnerable customers (e.g. Professional Boundaries, Safeguarding)

Skills, Knowledge and Experience

Experience - Essential

- Experience of lone working and as part of a team
- Experience of working within a team environment
- Experience of working in an environment where you have needed to respond to crisis situations
- Experience of using own initiative to solve problems
- Experience of reporting appropriately and in a timely manner to managers
- Basic IT skills
- Full driving license and access to a vehicle for work purposes (you will be required to have business insurance)
- Basic First Aid Skills

Experience – Desirable

- Experience of shift work and of working unsocial hours
- Experience of providing services to customers with care and/or support needs similar to those within the post's remit, social housing or social care environment
- Experience of using mediation skills to manage conflict

Knowledge and Skills – Essential

- Good IT skills
- Good time management and organisational skills
- A good standard of general education – able to read and write legibly
- Good communication and people skills appropriate to working with the customer group or skills transferable to working with the customer group

Knowledge and skills – Desirable

- Good working knowledge relating to the customer groups within the post's remit – e.g. one or more of - older people, homelessness, mental health, learning disability, offender management etc.
- Understanding and knowledge of Health and Safety practice in residential settings

Span of Control	
Financial	<ul style="list-style-type: none"> • None
Non-financial	<ul style="list-style-type: none"> • Working hours flexible according to demands of the role and the Service Specification • Defined performance targets as agreed with the line manager
Stakeholders – Internal and External	<ul style="list-style-type: none"> • Internal: Customers and colleagues • External: emergency services, GPs, families, internal/ external maintenance services
Decision making - authority/mandates/constraints	<ul style="list-style-type: none"> • Act in the best interests of the customer in relation to plans, activities and interventions relating directly to them • Agreed action (with the customer, your manager, their advocates and other professionals linked to the customer) relating to the safety for the customer • Agreed action to comply with statutory and regulatory requirements. • Manage in line with Genesis policy and procedures, code of conduct and disciplinary guidelines
Context/Other Factors	<ul style="list-style-type: none"> • Undertake any other duties consistent with the purpose of the post. • To work outside of core hours as required • Attend staff meetings, forums and organisational away days when requested or as required by the Service Coordinator and/or Services Manager • Post holders may be required to be flexible between services and similar roles anywhere within the company to support the business to respond to both short term (cover) needs and longer term change

Genesis Values & Behaviour requirements

Genesis aspires to be a leading property based service provider. We want to build better futures for all of our customers. Our values are what makes us different and describe how we expect all staff to act.

<p>Customer focus</p> <p>Putting the customer (internal and external) first – treating our customers with consistency and sensitivity</p>	<ul style="list-style-type: none"> • I take personal responsibility and ownership to make things happen • I am able to adapt to changing circumstances and come up with creative solutions • I treat customers as individuals who have choices
<p>Partnership working</p> <p>Working together to achieve shared goals for our customers, our people and our organisation</p>	<ul style="list-style-type: none"> • I am open to challenge and prepared to challenge others • I understand our business and work with others to deliver results • I focus on solutions and resolving issues, not blaming others
<p>Efficiency</p> <p>Using our resources (people, money, time) wisely , and challenging waste and duplication, to get the best results</p>	<ul style="list-style-type: none"> • I use time effectively and plan • I am personally accountable for how I use resources • I manage and evaluate my performance, focussing on continuous improvement
<p>Good employer</p> <p>Everyone working together to make Genesis a great place to work</p>	<ul style="list-style-type: none"> • I value my colleagues • I communicate openly, finding out how teams work to achieve, and celebrate, shared goals • I proactively get involved to make a positive impact to, and promote the Genesis brand
<p>Respect</p> <p>Treating people fairly; recognising, understand and celebrating difference</p>	<ul style="list-style-type: none"> • I treat others professionally • I act ethically and with integrity • I am open minded and non-judgemental

Our Customers' expectations

- That you treat us fairly, respectfully and politely at all times
- That you are approachable, make time for us and genuinely listen
- That you keep us informed about anything that affects us, especially when things change
- That you create a positive customer environment that respects our individuality