

JOB DESCRIPTION

Job Title	Waking Night Officer
Responsible to	Supported Housing Manager
Responsible for	N/A
Location	South east London
Contract	Permanent, full time (30 or 40 hours per week)
Hours	3-4 Night Shifts per week (11 hours per shift with one-hour unpaid break)
Salary	Currently £11.95 per hour (rising to £13.15 in April 2024 in line with London Living Wage)

1. Organisational Context

Quo Vadis Trust (QVT) is a specialist housing charity in South East London. We provide a service to people living with mental health needs and who need support with their housing. QVT currently provides homes to approximately two hundred people in South East London. Our range of support both on and off the premises helps each individual client to maximise their independence.

2. Job Purpose

- To provide waking night support to clients housed at our 24 hour scheme
- To act appropriately and promptly in emergency situations following the organisation's on-call and emergency policies
- To ensure that the scheme is kept clean, safe and well maintained at all times
- To update and maintain accurate records on the organisation's customer management database

3. Main Responsibilities

- Ensure the wellbeing of clients at all times
- Provide face-to-face support to clients on site
- Supervise clients taking their medication
- Complete hourly checks throughout the night on all properties within the scheme
- Ensure there are no visitors on site after 10pm
- Respond appropriately and promptly to all emergencies
- Contact the On-Call Manager in an emergency
- Take all incoming telephone calls and handle any out-of-hours enquiries
- Keep all communal areas and the team office clean and tidy
- Prepare the meeting room for the following day
- Report any maintenance issues and ensure these are followed up
- Keep notes of any client contact and update keyworkers accordingly
- Retain accurate and up to date records on our customer management database.
 - Records include:
 - Daily logs
 - Maintenance and repair reporting
 - Incident reporting (CCIA)
 - Client alerts
- Be available and willing to attend training and supervisions within office hours
- Adhere to all company policies and procedures outlined in the employee handbook

This job description is as it is presently constructed. This will be reviewed periodically to ensure that the job description fully reflects the responsibilities of the job. It will be updated and amended in keeping with service changes and developments.

PERSON SPECIFICATION

Job Title	Waking Night Officer
Department	Operations

Education, Qualifications & Training	Essential	Desirable	Method of assessment
GCSE or equivalent standard in English & Maths	✓		Application form Pre-interview test
Experience working in a Social Housing environment (training will be provided)		✓	Application form Interview
Experience working in the Mental Health Sector (training will be provided)		✓	Application form Interview
Computer literate	✓		Application form Pre-interview test
Awareness of current housing issues		✓	Application form Interview
Excellent telephone manner	✓		Interview
Good, clear, verbal & written communication skills	✓		Application form Pre-interview test
Able to relate with Clients	✓		Application form Interview
Excellent interpersonal skills	✓		Interview
Able to demonstrate a conscientious & dedicated attitude	✓		Application form Interview
Able to work on own initiative & commitment to team working	✓		Application form Interview
Awareness of the issues faced by people with Mental Health needs	✓		Interview
Flexible & adaptable	✓		Interview
Willingness to work unsociable hours	✓		Application form Interview