

### Overview of the Service

Situated on Bruntsfield Place, in an old period building just a fifteen-minute walk from Princes Street, Bruntsfield Project is a Temporary Supported Accommodation service for twenty adults accommodating both males and females, from the ages of eighteen which can include couples, and individuals with dogs. Referrals come directly from City of Edinburgh Council after an assessment by housing staff.

All individuals have their own bedrooms fourteen of which have ensuite facilities. There are two shared bathrooms for the other six rooms and two large kitchens for everyone to share. The individuals we support have varying needs, however the service specification is for adults who are homeless with complex and multiple needs. Individuals can present with different needs including mental health issues, addiction issues, learning disabilities, and relationship breakdowns – any contributory factor to becoming homeless. Hillcrest Futures staff support individuals to focus on living independently to enable them to move on and successfully maintain a home of their own.

### Areas of Support

Support is provided to individuals to develop and maintain skills, independence, and confidence in a variety of areas, such as:

- Support to bid for own tenancy; future planning; assisting to access furniture packages
- Assisting with volunteering and employment, including access to Permitted Workers Scheme
- Maintaining independence skills; following interests and hobbies
- Providing emotional and/or emergency support when in crisis
- Budgeting, dealing with mail and welfare benefits system
- Contacting professional and agencies, making and keeping appointments, following through with action from appointments, maintaining personal health and hygiene
- Support Staff and individuals work together to maintain a healthy relationship built on mutual respect, openness, and transparency to achieve positive outcomes for each individual suitable to their own needs and goals

### Hours of Support

- Support is provided twenty-four hours a day, seven days a week. Support Staff mainly cover between 08.00 a.m. and 10.00 p.m. while the Concierge Service provides cover throughout the night.
- Rotas are planned well in advance and operate on a rolling basis, primarily to meet operational needs.
- The role of concierge involves lone working.
- Support workers are also required to participate in an on-call rota following completion of their probationary period (additional payment is made for this). Weekend working is also a requirement of the role.

### Support for Staff

- On-call system which includes experienced staff at all levels.
- Supervision is provided regularly.
- Regular team meetings.
- All necessary and mandatory training will be provided.

### Overview of the Service

St Johns Hill provides accommodation-based support to individuals who are homeless. The project is based in central Edinburgh. Residents live in eight shared flats, either two or three bedrooms. Each flat has a bathroom, kitchen and living room.

### Areas of Support

Individuals have a wide variety of support needs including, but not limited to, mental health issues, substance misuse and learning disabilities. Most residents look to move into their own tenancies and often require a lot of support focused on independent living skills. As well as being available to provide emotional support, individuals are supported by staff daily, in a range of other areas. These include:

- How to sustain a tenancy and practical living skills
- Helping to find secure long term accommodation
- Education, Training, and Employment
- Support in Social Inclusion by having regular outings and events
- Offer active listening skills and space to talk through emotional difficulties
- Support with Mental and Physical Health Needs
- Mediation (neighbourhood/flatmate disputes)
- Support with Substance Misuse/Abuse
- Referrals to other specialist agencies
- Liaison and partnership working with other agencies
- Welfare Benefits and debt re-payment
- Legal issues

Each resident is supported on an individual basis in a person-centred manner, to make their own choices around their support needs.

### Hours of Support

- Support is available twenty-four hours a day, seven days a week.
- There is a night worker on from 9:00pm to 7:30am daily and all other staff work between 7:00am and 9:30pm, usually by way of early shifts, backshifts, and day cover.
- Support workers along with management also take part in an on-call rota providing emergency support.

### Support for Staff

- The staff team consists of an Operations Manager, Service Manager, Support Workers and two Night Staff.
- Each resident is allocated a support worker as their keyworker although residents can access all staff members for support.
- Support and supervision are provided regularly by the Service Manager and staff are encouraged to attend training courses to best equip them to provide the highest level of support to residents.
- There are regular team meetings.
- All staff provide input into support packages, including the writing of risk assessments and support plans, and are expected to be able to manage a complex caseload with a challenging client group.

## ROLE PROFILE

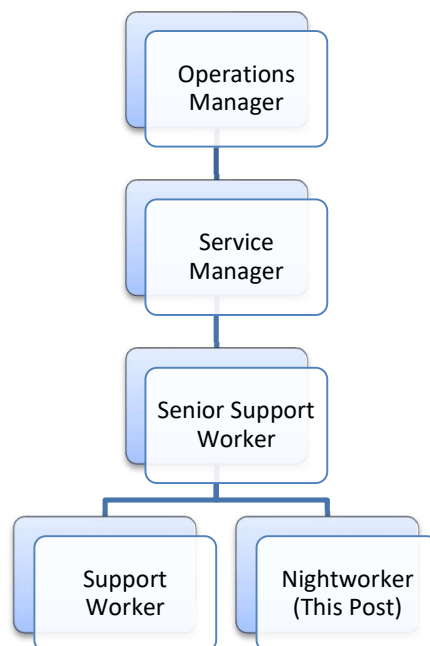
**Job Title:** Nightworker

**Department:** Hillcrest Futures

**Responsible to:** Operations Manager and Service Manager

---

### Organisational Structure



---

### Role Purpose:

The Nightworker will have responsibility for the upkeep and security of the building during the night. The Nightworker is responsible for reporting, and keeping a log of any repairs or maintenance required.

The Nightworker will act as the first point of contact for service users, members of the public and the emergency services. It is anticipated that the Nightworker will provide help and assistance with housing management issues as and when necessary.

In order to assist service users if necessary, the Nightworker will need to be aware of and knowledgeable on the conditions of tenancy, Hillcrest Futures Policies and procedures and any policies and procedures specific to the building.

**Main Duties:**

- Allow individuals and other authorised individual's access to the building during the night. This will be aided by Closed Circuit Television;
- Assist service users to maintain the safety of the dwelling and maintain balanced communities;
- Make regular inspections of all internal and external common areas of the development, ensuring they are kept in a clean, tidy and safe condition. This will be done with the assistance of the Closed Circuit CCTV system;
- Carry out minor repairs as necessary;
- Assist individuals to achieve the skills necessary to deal with minor repairs;
- Ensure any repairs required are reported timeously and liaise with emergency contractors;
- Assisting individuals and support staff, however possible, in the event of any emergency arising.
- Report on all vandalism within the building and, or area and take whatever preventative action possible;
- Report any individuals who do not comply with their conditions of tenancy;
- Reduce or eliminate any noise or disturbance;
- Maintain a log of events in the prescribed manner;
- Record information appropriately and pass on relevant information to the staff team;
- Be familiar with the positioning of all building related services, such as electricity and water;
- Respond to internal alarms in accordance with guidelines and follow the procedure to be applied in the event of a fire alarm and, or fire;

- Be trained in first-aid procedures;
- Provide cover for periods of absence for holidays and sickness. Work a shift pattern which will include weekends;
- Attend as appropriate, training courses and events to ensure continuous development of skills.

**Service Specific Duties:**

The service descriptor document is part of this Job Description and should be referenced in accordance to specific duties.

**Any Other Duties:**

Carry out any other reasonable duties as required by the organisation.

**Person Specification – Nightworker**

<b>Attribute</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Basic literacy and Numeracy skills</li> </ul>	<ul style="list-style-type: none"> <li>IT skills</li> </ul>	Application Form  Certificates
<b>Experience</b>	<ul style="list-style-type: none"> <li>Previous experience of working with individuals</li> </ul>	<ul style="list-style-type: none"> <li>Previous experience of concierge work in a similar setting</li> <li>First aid training and health and safety awareness</li> </ul>	Application Form  Interview
<b>Proven Competencies</b>	<ul style="list-style-type: none"> <li>Ability to demonstrate good communication skills</li> <li>Ability to demonstrate good people skills</li> <li>Ability to demonstrate good organisational skills</li> <li>Ability to keep careful records or log of events</li> <li>Ability to work alone on own initiative</li> <li>Ability to demonstrate a flexible attitude that doesn't compromise standards</li> <li>Ability to show a willingness to help others</li> </ul>	<ul style="list-style-type: none"> <li>Ability to evidence Customer Care experience</li> <li>Ability to evidence awareness of occupancy rights</li> <li>Ability to carry out minor repairs</li> </ul>	Application Form  Interview  References
<b>Role Specific Requirements</b>			Interview  References

## **(Support Staff)**

### **CONDITIONS OF SERVICE**

- Hours:** **Various hours** are available, to be worked on a shift basis in accordance with the project rota which will be designed to ensure that staff are on duty at times appropriate to the clients and service delivery.
- Contract:** These are **Permanent** posts. All posts are subject to a 6 month probationary period. A formal review will take place at 2, 4 and 6 months.
- Grade and Salary:** This post is **Grade HF39 – G, Scalepoint 17**. Salaries are paid monthly, directly into a bank account of your choice. The salary for the Concierge (Nights) post is **£12.60 per Hour**.
- Overtime:** Except for night-time call outs overtime is payable only where it is agreed in advance by the organisation.
- Pension:** Hillcrest Futures offers a pension under the Governments statutory auto-enrolment scheme, which is a Defined Contribution scheme with a company called NOW Pensions. At present staff contribute 5% with the employer contributing 4% to the scheme. Further details of the scheme are available from the payroll team.
- Health Plan:** Employees are automatically given free admission to the Health Plan Scheme. The cost for this is met by the Employer. Details will be sent out with the Contract of Employment.
- Annual Leave:** **The holiday year runs from 1<sup>st</sup> January - 31<sup>st</sup> December.** The full holiday entitlement is 249.6 hours per annum (6.4 weeks) rising to 288.6 hours (7.4 weeks) after 5 years. 5 days public holidays have been included in this annual leave entitlement. Unit Managers will commence on 288.6 hours per annum.
- Annual leave is calculated on a pro rata basis for part time staff.**
- Qualifications:** Any offer will be subject to proof of qualifications essential, and where appropriate desirable, to the post.
- Rehabilitation of** If you have any unspent convictions you must declare this on your

**Offenders Act 1974:** application form.

In relation to 'spent' convictions, there is a list of convictions which must always be declared and a list of convictions that are declared, subject to rules. Failure to disclose relevant information will be regarded as a breach of trust and could lead to dismissal, disciplinary action or withdrawal of offers of employment.

If you are unsure whether or not you need to disclose a conviction/caution, please contact our Human Resources Department for further advice, or you can check by accessing Disclosure Scotland's website at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk) and check the 'Frequently Asked Questions'.

Please note that all successful applicants will be subject to a Disclosure check through Disclosure Scotland.

**HAVING A CRIMINAL RECORD WILL NOT NECESSARILY DEBAR YOU FROM WORKING WITH HILLCREST FUTURES. THIS WILL DEPEND ON THE NATURE OF THE POSITION, TOGETHER WITH THE CIRCUMSTANCES AND BACKGROUND OF YOUR OFFENCES.**

**Trades Union:** Employee's have the right to join a Trades Union of their choice, if they wish, although Hillcrest Futures do not recognise any Trade Union. A Staff Representative group is in place.

**No Smoking Policy:** Smoking is prohibited in all projects and at Head Office. Designated smoking areas are outside the buildings and should be out of view of service users. This includes the use of E-cigarettes. Employees who are required to carry out their duties in buildings which are out with the control of the organisation are jointly responsible for minimising their own exposure to risk factors such as passive smoking.

**Equal Opportunities:** Hillcrest Futures is striving to be an equal opportunities employer and has adopted a Policy which aims to ensure that no job applicant receives less favorable treatment on grounds of race, colour, ethnic and national origins, marital status, gender, age, religion, disability, political or sexual orientations, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**Applications:** Please forward applications before the closing date.