

## Night Shelter Support Worker

### Job Title

Night Shelter Support Worker

### Salary

£12 per hour

No Pension included.

### Job description

The Support Worker will form part of a team of four, providing overnight supervision for Graih's Drop-In Centre and Emergency Night shelter undertaking general administration where requested.

The Support Worker's role will be to generously welcome those who are homeless and/or vulnerable, ensuring people are sheltered and safe throughout their stay with Graih, encouraging those who use our Night Shelter/ Drop-In or who are homeless to link in with further support.

The Support Worker will act as a point of escalation for our Volunteer force when the need arises.

### The Service

Graih's Drop-In is at the very heart of what the charity does. The unconditional welcome and practical provision are key tools in not only meeting people's needs but building good relationships with those on the margins. It is a chaotic and unpredictable environment and the Support Worker will need to provide an overall sense of peace and consistency and ensure this continues through to all levels.

Graih's Night Shelter is open throughout every evening and is essential in providing the most vulnerable and often chaotic individuals a safe space to sleep for the night.

Graih's Community Support Programme ensures that our user group receive regular contact and support with housing and welfare issues in the Isle of Man.

Graih operate as a charity, and are committed to equal employment opportunities and practices.

### Job details

- a) To work waking nights on a rota basis (including weekends and public holidays).

- b) To ensure that guests (vulnerable adults age 18 and over) are generously welcomed and given food, shelter and support.
- c) To assess guests needing to stay overnight, ensuring they feel supported.
- d) To work with Graih's existing volunteers at our Drop-In, including help with food provision and tidying up.
- e) To set up (at night) and take down (in the morning) temporary beds in the shelter, ensuring that the room for the shelter is left clean and tidy for alternative uses during the day.
- f) To supervise overnight guests, ensuring everyone remains safe and at ease.
- g) To ensure the safety of guests and the security of the premises overnight.
- h) To welcome guests who may be intoxicated and/or on medication, ensuring that no substance use occurs on the premises and that medication is safely locked away (accessible for those to whom it is prescribed when and as they need it).
- i) To respond to guests needing attention during the night (eg, suicidal thoughts) and respond appropriately.
- j) Ensure a smooth transition from overnights to the morning, reporting any incidents or situations in a timely manner.
- k) To be responsible for Graih's Drop-In telephone whilst on duty, taking referrals from other agencies such as Police, Social Services Out-of-Hours Social Worker etc.
- l) To maintain clear written records of the shift and all situations arising.
- m) To work closely with Graih's Manager and Community Support Worker, maintaining good communication and support.
- n) To assist Graih in recording any necessary data.
- o) To be a peaceful presence for guests who may be anxious, frightened or aggressive. You will model good conflict resolution with firm but supportive boundaries.
- p) To undertake any lawful and reasonable instruction from the Graih Manager for which you are suitably trained and qualified
- q) This could develop into additional duties.

#### Person Specification

- a) You will have an understanding of the people that Graih serve (homeless; complex and chronic physical and emotional conditions; social isolation etc) and be able to demonstrate compassion and commitment to the most chaotic of individuals.
- b) Your relationships with the guests will be essential to this role. This understanding could be the result of personal experience, or it could be the result of prolonged engagement with people with challenging behaviours.
- c) Sometimes matters of Faith, beliefs, non-beliefs or spirituality are raised by guests within the Drop-In or Night Shelter. You will be able to handle such matters with respect, sensitivity and maturity.
- d) You will be a person of peace and maturity, able to respond calmly to provocative situations and communicate clearly and effectively with guests, volunteers and other professionals.

- e) Your interpersonal skills will be superb and this area is one of the most challenging aspects of Graih's work.
- f) While being able to respond flexibly to a chaotic group of people is key, you will also be able to maintain strong boundaries when necessary.
- g) You will have good administrative skills and be competent at communicating via telephone and in written form (e.g. Graih's logbook).
- h) This role will be a demanding one. You will have high personal resilience and will be able to work well with Graih's staff team and other partners, exhibiting honest and clear communication.
- i) You'll be able to both give and receive challenge and encouragement.
- j) As a member of Graih's staff you will be expected to be a good ambassador for Graih, modelling integrity and compassion in your approach. As a small charity we are known primarily through our people.
- k) Most of the above traits are not often picked up through formal education or qualifications! While this is not a role where such qualifications are essential, we will certainly take any relevant qualifications and experience into account.