job description NIGHT SUPPORT WORKER

**RESPONSIBLE FOR:**

The key purpose of the role of Night Support Worker is to ensure the safety of the Home and it’s Service Users in the absence of other staff, offering appropriate care and support to individuals in accordance with person specific care plans and risk assessments.

***Duties and Responsibilities:***

**Service User Care**

* To be aware of current issues relating to Service Users’ health and wellbeing by means of a handover from outgoing staff and by reading daily records.
* Complete, as required, night log summary sheets and any other documentation, including diaries etc.
* To ensure that all Service Users are accounted for (and in correct location) and accurate occupancy figures are recorded.
* To interact with Service Users, encouraging a relaxed and comfortable atmosphere.
* At no point should a Night Support Worker breach a patient’s rights by insisting they go to bed – unless their care plan/risk assessment or other acceptable reason requires you to do so. In these circumstances you should encourage, rather than insist.
* To offer assistance to Service Users with nightly routines such as bathing, oral hygiene, preparation of drinks and retiring to bed as may be appropriate.
* To vigilantly patrol the property periodically (frequency to be agreed with the Hospital Manager) listening for any indication that assistance may be required by Service Users and liaise with Night Manager as and when necessary.
* To respond to any identified needs during the night; whether physical, emotional or practical. N.B. Male Night Support Workers must take all necessary precautions to ensure that they are properly chaperoned when dealing with female residents.
* By means of agreed reporting procedures, to provide a clear record of the night’s activities and any relevant observations. Any calls or visits received during the shift to be recorded in writing.
* Residential only – Administer such prescribed medication as directed by senior staff in accordance with the Company's administration of medicines policy.
* In the morning, to assist with Service Users’ daily routine, including the breakfast preparation.
* To handover to incoming staff ensuring that any relevant issues are communicated effectively.
* To maintain a high level of confidentiality within the purview of this post.
* To attend staff meetings and Company training during office hours, at the discretion of the Home Manager.
* To be familiar with Mental Health Care's procedures and ensuring they are adhered to.
* Read and keep oneself informed about Company policy through Policy and Procedure and Human Resources manuals available within the hospital and the Company guidance notes issued to all staff and updated on a regular basis.
* Comply with all appropriate reporting requirements with regard to monitoring the care of service users, statistical, financial or quality assurance information.
* To provide a professional and respectable role model for service users and respect the integrity of the Company at all times.
* To report any suspicions, concerns, or if witnessing any incidents affecting the safety or wellbeing of service users/patients to a senior colleague immediately.

**Domestic Tasks.**

Care and support for Service Users is the first priority. However during the course of the night there is usually adequate time to undertake agreed domestic tasks. These tasks will be allocated by and agreed with the hospital manager or a senior member of staff and are likely to include; laundry and ironing, kitchen and bathroom hygiene, vacuuming and general tidying of communal areas.

***NOTE***

***The safety of Service Users at night depends upon the vigilance and competency of the Night***

***Support Worker. Neglecting your care duties whilst asleep amounts to gross Misconduct which can***

***result in your Dismissal. Sleeping whilst on a waking night shift is a breach of our statutory duty of***

***care to our clients.***

***Notwithstanding the detail within the job description, the post holder may be asked to undertake such duties determined by the Line Manager, up to or at a level consistent with the principle responsibilities of the post.***

**ADDITIONAL INFORMATION**

The following supplementary information will form part of your job description.

**Codes of Professional Conduct:**

Staff are required to abide by the all relevant Company policies and procedures and any relevant national / professional Codes of Conduct or Practice.

**Confidentiality:**

Information relating to patients, employees and business of the Company must be treated in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Whistleblowing Policy.

**Health & Safety:**

Employees are required to ensure they are aware of, and comply with, policies and procedures relating to Health & Safety (whether statutory or Company), and assist in ensuring the compliance of other staff.

**Equality & Diversity:**

The Company is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

**Policies:**

It is the responsibility of staff to be familiar with Company policies that affect them, and work within the scope set out in them. Managers are responsible for ensuring staff know of, and work within the Company’s policies, procedures and protocols.

*NOTE: Notwithstanding the detail within the job description, the post holder will undertake such duties as may be determined by the Company from time to time, up to or at a level consistent with the principal responsibilities of the post.*

person specification

NIGHT SUPPORT WORKER

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| **Person Specification** | **Essential (E)** | **Desirable (D)** | **Evidence** |
| **Personal Attributes*** Excellent communications skills – to be able to liaise effectively with Service Users, Service User family members, Multi-Disciplinary Team and Office Staff.
* Ability to display empathy, warmth, patience and understanding
* Enthusiastic and self-motivated
* Ability to work flexibly, including evenings and weekends
* Sensitive to and aware of individual needs
* Respect service users and colleagues
* Friendly, approachable and trustworthy

**Professional Qualifications*** Health and Social Care NVQ/ QCF Level 2
* Health and Social Care NVQ/ QCF Level 3
* A commitment to achieve the required NVQ/ QCF level
* Relevant courses and qualifications

**Technical Requirements*** Ability to work on own initiative and as part of a team
* Ability to work to agreed plans
* Ability to promote independence
* Previous experience of working within a similar health care setting
* Basic administrative skills
* Knowledge of Learning Disability, Acquired Brain Injury and Mental Health Service
* Experience of preparing and organizing activities
* An awareness of the rights and needs of people within our services
* Experience working with people who have Learning Disabilities, Autism or Mental Health problems.
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