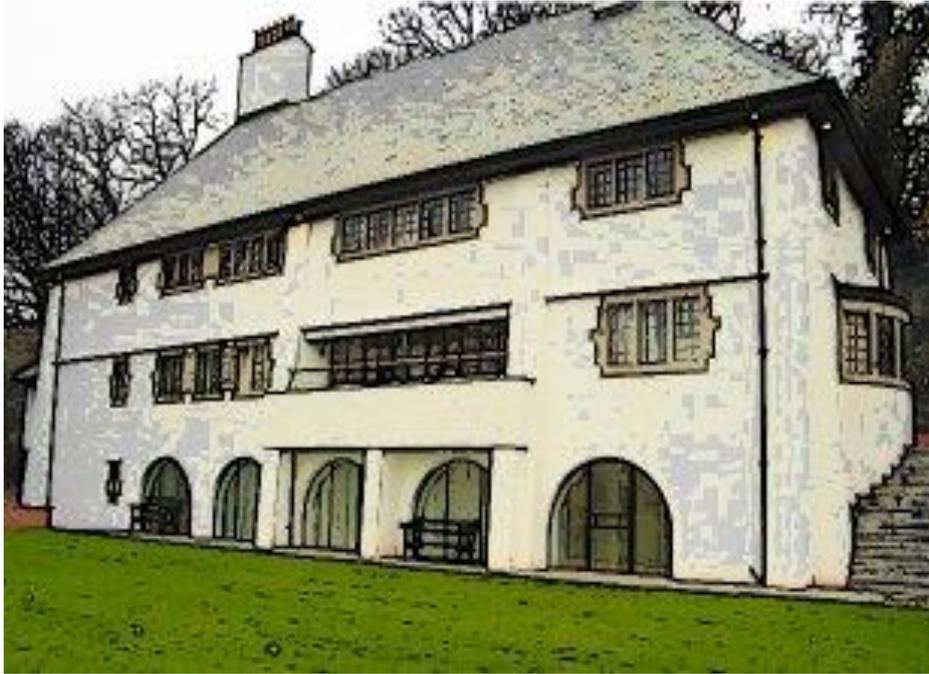


TY BRONNA

CHURCH ARMY



BE THE TRAILBLAZER
ACTIVATE CHANGE
STRENGTHEN LIVES
BUILD COMMUNITIES
EMBRACE THE CHALLENGES
BE THE HELPING HAND
FAITH TAKING ACTION
PURPOSEFUL ACTION
REAL PEOPLE
REAL FAITH
RISK TAKERS

NIGHT SUPPORT WORKER

Application Pack

Thank you so much for your interest in working for Church Army at our Ty Bronna Project, in Cardiff.

Church Army is an exciting organisation to be part of and we want anyone who is passionate about unlocking the potential in people's lives; embracing the difficult; activating change; and impacting communities to join us.

The work of Church Army is diverse and growing in its work, we currently have 25 Centres of Mission working in partnership with Dioceses in tough places to bring change to communities and we hope to see 50 Centres of Mission by 2027.

Last year, our Ty Bronna Project provided 6,798 nights of accommodation to homeless young people and moved over 42 young people into their own homes.

In 2018, our staff survey results were hugely encouraging, with 90% of our staff saying that they are proud to work for us; 96% are proud to do the job they do; 86% believe we care for their wellbeing; and 92% say they understand how their role fits into the overall vision of Church Army. We are so proud of our staff team and all that they do to make things happen. We want people to feel valued in what they do and know that what they do makes a difference. Above all, Church Army is committed to helping people know their lives matter, . Reflecting God's love for all.

Whether you believe that for yourself or not, if you share our passion: to see communities and lives transformed then we want you to be able to join our team. We are delighted that you are interested in being part of the Ty Bronna Team and, in joining this project, you will become part of Church Army and play a significant part in changing the lives of vulnerable young people.

We hope as you read through this job pack and understand more about who we are and who we are looking for, you will be inspired to apply and want to join a fantastic, committed, energetic team, who are delivering real change.

WE ARE CHURCH ARMY

We are Church Army. We are catalysts; strengthening lives and communities. We do not shy from the gospel because we believe it changes lives.

Our vision

For everyone everywhere to encounter God's love, and be empowered to transform their communities through faith shared in words and action.

Our values

Everything we do is underpinned by our values:

Prayerful - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

Expectant - We are hopeful, expecting God to do new things amongst us.

Risk-taking - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

Accountable - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

Collaborative - We are committed to partner with those who share our values; we believe it enhances our work.

Generous - We want to model God's generosity to others.

Unconditional - We will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances because God loves everyone and everyone is significant in his eyes.

TY BRONNA

Ty Bronna is a residential supported housing service for homeless young people aged between 16 and 21 years old. We have been supporting homeless young people in Cardiff into accessing appropriate move on accommodation since 1982. Since then we have supported over 2000 homeless young people aged 16 - 21 years old in being resettled into move on accommodation.

We support young people from all walks of life with a variety of support needs, not just accommodation. We are supporting young people who have become homeless, who are disadvantaged and lead chaotic lives, who are in need of developing practical life skills, who have been out of education for a number of years, who are looked after by the local authority, who suffer with mental health issues, drug and alcohol issues, have experienced domestic violence, have suffered violence and aggression, have been abused, have struggled to find employment or maintain employment. We offer a safe space, provide shelter, practical and emotional support to meet the variety of needs of each individual young person.

As a Supported Housing service, our aim is to -

- Prevent homelessness wherever possible by working in partnership with the local authority.
- Ensure sufficient accommodation of a good standard is available for young people who are, or may become, homeless.
- Ensure the provision of appropriate support for homeless young people in developing the skills required for them to move on and live successfully in independent living and to access the more specialist support to assist them with their specific needs, in addition to supporting the young people in entering education, training and employment.
- Provide ongoing support to young people living the community, for a period of time, to maintain their independent accommodation.

Our ethos is that we believe that each young person is very special with individual strengths and needs and through acceptance, hospitality, empowerment and resettlement we recognise these strengths and needs and support young people to feel more empowered in reaching their future aspirations and take ownership of their own lives and progress into independent living. We do this by providing -

- **Hospitality** - Providing hospitality to all young people referred to our service.
- **Empowerment** - Equipping all young people to make informed choices and take control of their lives and work in partnership to achieve their goals.
- **Accepting** - all young people for who and what they are in a non-judgemental and anti-discriminatory environment.
- **Resettlement** - Facilitating and encouraging young people to move on to independent living and enter education, training and/or employment.

THE ROLE OF NIGHT SUPPORT WORKER

This is a new role within Ty Bronna and will be key in ensuring the smooth running of the Project during overnight periods.

As Night Support Worker you will have responsibility for responding to the needs of young people during overnight periods; attending to and dealing with incidents that occur during overnight periods; assist in bringing incidents and situations to a clear and positive resolution; recording details of responsive support provided to young people; handing over relevant information to the daytime Personal Development Support Workers/day staff on duty; ensuring that the Project remains a safe and secure environment at all times.

The role is ideal for someone who is -

- Looking to gain more experience in supporting homeless people, especially young people.
- Looking to work in partnership with Support staff to meet the needs of homeless young people.
- Able to deal with situations and manage conflict in a calm and considered manner
- Able to offer support and encouragement to the young people

You will enjoy a varied workload and be able to think creatively, seeking ways to ensure that appropriate responsive support is provided to young people during overnight periods and that the Project, young people and colleagues remain in a safe and secure environment. We are looking for the post holder to be able to engage with young people to support them during periods when statutory support services are unavailable, be creative in the response to unexpected support needs of young people and be able to bring incidents and situations to a positive resolution.

As well as having the skills and attributes to do the role, you must ultimately have a heart for what we do and be passionate about ensuring that Ty Bronna does the best it can to help transform the lives of the young people we support. You must be passionate about wanting to make a difference and use your skills to help do this.

JOB DESCRIPTION

Job Title:	Night Support Worker
Location:	Ty Bronna, Cardiff
Responsible To:	Project Manager
Purpose:	To be a member of the overnight support team that contributes to the 24-hour support and accommodation of all Ty Bronna residents.
Objectives:	<ol style="list-style-type: none">1 Ensure the smooth running of the Project during out of hour overnight periods.2 Be an active and participatory member of Ty Bronna and Church Army.3 Undertake tasks and duties in line with the role, and deal with incidents with an appropriate response.4 Use internal systems to maintain effective and efficient communication.5 Provide responsive support to service users that compliments the work of the Support Worker team.

KEY TASKS:

1. Ensure the smooth running of the Project during out of hour overnight periods.
 - 1.1. Work within the rota system to maintain sufficient staffing levels and respond where necessary to securing appropriate staffing cover.
 - 1.2. Maintain a welcoming environment in the Project during out of hours overnight periods for all staff, service users and visitors, while maintaining Project boundaries.
 - 1.3. Ensure a high standard of customer service is upheld, and communal areas are clean, tidy, relevant and welcoming.

- 1.4. At all times, work with the organisations' systems, policies and procedures to deliver high standard service delivery and promote a safe and secure environment for all.
 - 1.5. Record all identified repairs, housekeeping and maintenance issues ready for reporting the next working day.
 - 1.6. Handle and record incidents in accordance with agreed policies and procedures.
 - 1.7. Maintain a good working knowledge of homelessness issues and be able to offer advice to people who may call at the Project in person or by telephone.
 - 1.8. Contribute to providing administrative duties as needed - for example completing reports, completing paperwork with service users at the direction of the allocated Personal Development Support Worker, responding to fire alarms, mail management etc.
- 2. Be an active and participatory member of Ty Bronna and Church Army.**
- 2.1. Take a proactive approach to professional development.
 - 2.2. Play your part in developing and maintaining cohesive working relationships with teams in Ty Bronna and Church Army.
 - 2.3. Able to take decisions and work on your own initiative under the leadership and direction of management.
 - 2.4. At all times, be an exemplary representative of Church Army.
 - 2.5. Work within a rota system, being flexible and accommodating.
- 3. Undertake tasks and duties in line with the role, and deal with incidents with an appropriate response.**
- 3.1. Undertake tasks and duties such as cleaning, welfare, health and safety checks, and other tasks relevant to service user support and building management.
 - 3.2. Proactively contain and de-escalate incidents as soon as they occur.

- 3.3. Take a positive and flexible approach to working with people with challenging behaviour.
- 3.4. Listen and act where possible to reports or feedback from service users and/or members of the public.
- 3.5. Handle and record incidents in accordance with agreed policies and procedures.
- 3.6. Understand and apply data protection policies and internal policies regarding the sharing of information about staff, service users and/or the organisation.

4. Use internal systems to maintain effective and efficient communication.

- 4.1. Communicate clearly and respectfully with colleagues.
- 4.2. Use existing systems to facilitate good communication between the organisations' teams.
- 4.3. Ensure appropriate content and context of communication within the team and organisation.
- 4.4. Update service user record files as necessary with contact, support and risk information.

5. Provide responsive support to service users that compliments the work of the Support Worker team.

- 5.1. Maintain an up to date knowledge of each service user's support needs and associated risks.
- 5.2. Proactively participate in handover and remain committed to clear and relevant communication. Take a role in handovers, actions and teamwork.
- 5.3. Take a proactive approach to the support of current service users.
- 5.4. Contribute to ensuring that all service user contact, activity, file notes and correspondence is recorded in their respective files and systems.
- 5.5. Ensure service user notes are comprehensive, factual and relevant.
- 5.6. Provide support to service users in line with the approach identified by the allocated Personal Development Support Worker.

5.7. Respond to service user queries where possible and forward on to the relevant staff member when it cannot be answered immediately. Offer practical emotional support when necessary.

5.8. Understand and explain when necessary the content of the Licence Agreement and House Rules.

General:

- At all times to work within recognised practices and legislation relating to safeguarding of self and service users and risk management.
- Undertake reasonable tasks as requested by colleagues, the Project Manager and/or Homeless Projects Manager as may be commensurate to the post.
- Attend regular supervisions and appraisal with your line manager.
- Participate in and contribute to the staff meetings and the life of the Project.
- Commitment to training and development, and a willingness to attend these during the week as required.
- At all times demonstrate the Church Army and Ty Bronna values and serve as an exemplary representative of the organisation.
- Be prepared to work flexibly and creatively to meet the needs of service users and the Project.
- At all times, be conversant with the work within Church Army's procedures and practices which include:
 - Equal Opportunities Policy
 - Computer Use Policy
 - Health and Safety Policy
 - Other policies contained within the Staff Handbook
- At all times to work within the Project's policies and procedures, including those relating to Supporting People, Housing Corporation, UK Employment Law, those relating to Equal Opportunities, Health and Safety, Computer Use and Safeguarding. To be familiar with these policies, to ensure that you are familiar with them and able to implement them both in your work and in your relationship with other staff members.

PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

Essential	Desirable
EXPERIENCE, KNOWLEDGE AND UNDERSTANDING	
Paid experience of working with vulnerable people.	Voluntary or paid experience in a role requiring a high level of customer service.
Voluntary or paid experience of working in the homelessness sector.	Some knowledge and experience of the welfare and benefit system and related issues.
Awareness of data protection law and the appropriate sharing of personal and sensitive information.	Some experience of supporting service users to achieve SMART objectives.
Knowledge of the challenges faced by homeless people and in particular homeless young people.	
Knowledge of the needs of homeless young people, and support approaches to young people with challenging behaviour and/or complex needs.	
A working knowledge of statutory compliances and standards such as health and safety, equal opportunities, data protection, particularly within a residential setting.	
Up to date knowledge of safeguarding and legislation relevant to young people.	
SKILLS AND ABILITIES	
Demonstrable accuracy, well organised and attention to detail.	
A strong team player who is able to facilitate good communication between staff and colleagues.	
Good organisational skills and the ability to work under pressure.	

Excellent people and negotiating skills, working with service users, colleagues and external agencies.	
Strong IT skills.	
Report writing, statistical data and feedback collection abilities.	
Excellent customer service skills, and demonstrable ability to remain calm, positive and solution focussed in a crisis.	
Excellent verbal and written communication skills and an ability to use a variety of communication methods.	
Ability to work under pressure and cope with challenging and sensitive situations.	
Ability to conduct dynamic risk assessments and work within recognised practices of safeguarding.	
ATTRIBUTES	
Able to work on own initiative and as part of a team.	
Professional and approachable.	
Able to use initiative and confident in making decisions.	
Ability to multi task and manage conflicting priorities.	
An understanding and commitment to equal opportunities and an ability to work in a non-judgemental way with people from a variety of backgrounds.	
Passionate about serving others and a strong work ethic.	
OTHER	
Willingness to work unsocial hours including weekends and evenings.	
Willingness to be responsive and flexible to the needs of service users.	

In agreement with the values and ethos of Ty Bronna and Church Army.

OUTLINE TERMS AND CONDITIONS

Salary	£19,549 per annum depending on experience
Location	Ty Bronna, Fairwater, Cardiff
Hours	40 hours per week of overnight shifts as directed by a two-week rolling rota. This is a night-shift role
Pension	The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility.
Annual Leave	20 days per annum, rising by 1 day per year to a maximum of 25 days, plus 8 bank holidays, which has been calculated in hours.
DBS	The successful candidate for this post will be the subject of an enhanced Disclosure and Barring Services (DBS) check.
Probation Period	The post is offered subject to a successful six-month probationary period.
Contract Type	Permanent, full-time
Occupational Requirement	Physical requirement: The job regularly involves walking throughout the Project which is over three floors with stair access. Physical mobility and ability to carry smaller items are required as essential.

APPLICATION PROCESS

To apply, please apply form which is available from

Gill Bew, Housing and Administration Officer, Church Army, Ty Bronna, Clos Ty Bronna, Cardiff CF5 3ER, 029 2055 6929, gill.bew@churcharmy.org

CVs will not be accepted.

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: gill.bew@churcharmy.org

Deadline: Friday 9th August 2019

Interview date: Monday 19th August 2019

For more information about Church Army please visit: www.churcharmy.org

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Successful completion of a probationary period
- Two satisfactory references both employment based



Church Army is proud to be a Living Wage Employer.