

Job Title:	STA Night Worker	Post Holder:	Vacant
Reports To:	Service Manager	Location:	Thurles STA
Salary:	€38,465 (fixed point salary)		

## Purpose of the Job

The role of STA Night Worker is vital to the successful delivery of safe and effective emergency homeless accommodation services in NOVAS for our Thurles STA clients. The STA Night Worker will support the clients of the STA services in Thurles.

The STA Night Worker will report directly to the Service Manager, will be a member of, and work collaboratively with the Thurles STA staff team, wider NOVAS services, external service providers and local authorities in the region. The STA Night Worker is responsible for waking night cover, supporting clients, monitoring client wellbeing, liaising with client key workers, responding and managing any incidents that arise. The STA Night Worker will ensure the safe and effective running of the service including keeping all aspects of health and safety, the hygiene and physical environment to a high standard at all times.

This role consists of night shift on a roster, commencing at 8pm and finishing at 8am. The role also consists of some daytime weekend work, from 8am to 8pm.

The STA Night Worker will have a background in residential care ideally with experience of working in an emergency homeless service and will work within the relevant frameworks of quality standards or legislation.

This job description is a guide to the general range of duties assigned to the post holder. It is intended to be neither definitive nor restrictive and is subject to periodic review.

## Environment of the Job

NOVAS is a not for profit organisation and Approved Housing Body, we work with single adults, couples and families, and who are homeless or at risk of being homeless. We also provide a service for unaccompanied minors seeking asylum. We provide a range of services and accommodation. Our first service was established in Limerick in 2002 which was a temporary low-threshold emergency homeless accommodation and we have grown from there. We now have over 300 staff, and more than 30 services in Limerick, Dublin, Clare,

Kerry, Cork and Tipperary including emergency homeless accommodation, transitional homeless accommodation, social housing and community based services for tenancy sustainment, homelessness prevention, mental health and recovery.

NOVAS is a Trauma Informed Practice Organisation and the principles of collaboration, diversity, respect and trust are embedded in our way of working together.

Our services are provided through support of our partners in local government through the Local Authorities, HSE, and other donors and funders.

## Delegation and Reporting

The STA Night Worker has decision making remit for the safety and wellbeing of residents in Thurles STA services through working in collaboration with colleagues in those services. In the absence of, or at times, the STA Night Worker may be required to consult with, and take direction from the Senior Residential Services Manager (West) or the Head of Operations.

Oversight for the work in this role is provided by the Quality Services Sub Committee of the NOVAS Board of Directors.

The STA Night Worker will at all times operate in a professional and respectful manner, maintaining high quality standards of work in accordance with the values and mission of NOVAS. Their decision making will at all times be informed by the best interests of the clients and ensuring cost effective value for money, use of donations and public money.

## Challenges

The nature of our work involves supporting the most vulnerable people who often have complex needs and may be survivors of trauma. As a result, during the course of your work you may engage with sensitive and confidential matters that require empathy, compassion and pragmatism. You may also encounter clients or tenants who are in distress, displaying challenging behaviours or struggling to moderate their behaviour. Patience, respect and an ability to remain professional and focused on deescalating is essential. Further training will be provided in Trauma Informed Practice or Crisis Prevention.

As an organisation that is largely funded by public money, effective use of resources is a continuous focus and challenge.

Key Accountabilities	
Accountability	Achieved by
<b>Client Care and Support</b>	<ul style="list-style-type: none"> <li>• Providing a welcoming and friendly atmosphere for all clients or potential clients to foster a sense of safety.</li> <li>• Engaging with clients at all times with dignity and respect and ensuring they are provided with choices around the services they receive using the principles of Harm Reduction and Trauma Informed Practice.</li> <li>• Monitoring client presentation to assess health, hygiene, safety, and welfare status and taking appropriate actions to support clients directly or escalate needs to project workers, deputy manager or service manager as needed.</li> <li>• Ensuring the practical needs of the clients are met relating to laundry, food and hygiene by providing guidance or supplies as required and giving support with basic personal care where needed.</li> <li>• Encouraging and supporting clients to provide feedback on services through residents meetings, the complaints procedures, suggestions and use of questionnaires.</li> </ul>
<b>Care Planning Support</b>	<ul style="list-style-type: none"> <li>• Collaborating with Key Workers to assist clients to achieve their care plan goals (e.g. completing forms or making appointments etc) including in the areas of Housing, Health, Recovery, Wellbeing, Community Connection, Financial, Educational and Legal matters through development of life skills.</li> </ul>
<b>Liaison, Collaboration &amp; Communication</b>	<ul style="list-style-type: none"> <li>• Liaising with external agencies on behalf of the service and clients such as local authorities, HSE, Gardaí, landlords, estate agents, other supports etc.</li> <li>• Collaborating effectively with your colleagues and managers.</li> <li>• Forming positive professional relationships with external staff and effectively represent NOVAS and its good name at external meetings.</li> <li>• Being accountable for your workload and movements to both your line manager and the appropriate senior managers.</li> </ul>

<p><b>Safety &amp; Hygiene</b></p>	<ul style="list-style-type: none"> <li>• Maintain the service to a high standard including cleaning and preparing client’s rooms, communal areas and work stations.</li> <li>• Participate in wellbeing checks of clients rooms under the direction of the service managers.</li> <li>• Conducting routine fire safety checks, including fire drills and inspections and updating records accordingly.</li> <li>• Conduct routine security inspections of the property and grounds of the service.</li> <li>• Maintaining a safe and secure environment for staff and residents by effectively managing access to the building only by authorised persons.</li> <li>• Arranging transport for residents during emergencies (e.g. medical needs).</li> <li>• Appropriately briefing visitors about safety precautions and monitoring their safety while on site, intervening or escalating concerns to a manger, where needed.</li> <li>• Responding to and resolving challenging situations that occur during your shift in line with your training in a calm and professional manner.</li> </ul>
<p><b>Safeguarding</b></p>	<ul style="list-style-type: none"> <li>• Being vigilant to child and vulnerable adult protection issues and using correct reporting procedures when issues arise.</li> <li>• Adhering to all policies and procedures, particularly in relation to child protection, safeguarding vulnerable adults, confidentiality, finance, and health &amp; safety.</li> </ul>
<p><b>Supervision, Support &amp; Development</b></p>	<ul style="list-style-type: none"> <li>▪ Engaging in regular supervision or one-to-one sessions with your line manager.</li> <li>▪ Working under the direction of your line manager and the wider management team.</li> <li>▪ Working to help achieve the aims and objectives of the strategic plan in line with our values and mission.</li> <li>▪ Participating in team meetings.</li> <li>▪ Familiarity and compliance with all relevant policies and standards.</li> <li>• Participation in relevant and required training events.</li> </ul>

<p><b>Financial Responsibilities</b></p>	<ul style="list-style-type: none"> <li>To be aware of and adhere to all relevant financial procedures and regulations of the organisation and to report any discrepancies either on the part of the post-holder or others to your manager immediately.</li> </ul>
<p><b>Health &amp; Safety</b></p>	<ul style="list-style-type: none"> <li>Attention to your own and that of the clients Health &amp; Safety in the workplace.</li> <li>Vigilance of health &amp; safety hazards and timely reporting of same to your line manager and/or safety representative.</li> <li>Managing and reporting incidents and accidents in accordance with policies and procedures.</li> <li>Ensuring all Fire Safety Checks are carried out in line with policies, procedures and regular tasks. Reporting any issues immediately to the Project Manager.</li> <li>Carrying out Health and Wellbeing checks on clients where required and follow up on any support needs.</li> <li>Ability to recognise and administer basic First Aid to clients as required. This includes CPR and Naloxone administration. Mandatory Training will be provided.</li> <li>Adhere to all the principals of manual handling.</li> <li>Ensuring that the service is safe, reporting any security issues to the Project Manager/Gardaí as required.</li> <li>Adherence to all infection prevention control measures and compliance to all guidance in relation to IPC</li> </ul>
<p><b>Information Management</b></p>	<ul style="list-style-type: none"> <li>Ensuring data and personal information relating to clients, tenants, staff and other members of the organisation is kept safe and secure using the correct systems and procedures, is collected for legitimate purposes and is safely destroyed when appropriate.</li> <li>Keeping accurate, up to date, factual client records via the NOVAS and funders recording platforms. (Salesforce &amp; PASS)</li> <li>Assisting clients to access data held about them by the organisation in accordance with the GDPR legislation (SAR – Subject Access Request).</li> <li>Providing complete and accurate information to colleagues during shift handovers with particular focus on any clients experiencing high levels of vulnerability or change of status during the shift.</li> <li>Completing reports as requested by line managers within agreed deadlines.</li> </ul>

## Person Specification

### Essential Criteria

*Documentary evidence of qualifications and eligibility will be confirmed at the end of any recruitment process, candidates who do not possess the essential requirements, on the date of application will not be offered a position. It is the responsibility of the applicant to ensure they meet the essential criteria of the person specification.*

The appropriate candidate will have:

- Level 5 FETAC qualification in Health Care, Social Care, Youth & Community Work or another related allied health profession.
- Experience in working with people who are homeless or other social care groups.
- Administration skills for record keeping and report writing and computer literacy.
- Ability to provide services that foster and enhance the dignity, development and independence of the individual.
- Ability to communicate effectively with a wide variety of people.
- Understanding of the needs of vulnerable people who are homeless.
- Knowledge of and a commitment to equal opportunities.
- Garda Vetting will be sought for this role.

### Desirable Criteria

It would be an advantage for the candidate to have:

- Level 7 FETAC qualification in Social Care or another allied health profession.
- Experience of working in a low threshold emergency homeless hostel setting.
- Experience working on own initiative, managing one's own caseload and time management.
- Full driving license.
- Experience and knowledge of working in two or more of the following areas: Homeless sector, Tenancy Sustainment, Family Support, Residential Care, Mental Health, Challenging Behaviour or Substance Misuse.
- Experience and knowledge in the area of child protection and associated legislation and guidelines.
- Experience of working in, or a strong interest in the charity or not-for-profit.

## NOVAS Employment Benefits

NOVAS is committed to attracting and retaining the best talent in service of our clients and tenants and values the hard work and commitment of our staff.

Detailed below are a range of benefits you receive as a NOVAS employee.

<b>Support &amp; Supervision</b>	Every employee will have regular planned one-to-one meetings with their line manager as well and Team Meetings and Monthly All Staff Town Hall meetings in order to ensure you are connected to, and supported by your colleagues and the organisation.
<b>Learning &amp; Development</b>	NOVAS will fully fund a wide range of training programmes required role specific including First Aid, Fire Safety, Manual Handling, Trauma Informed Practice.
<b>Career Progression</b>	NOVAS believes in supporting the development and career path for our staff and develop skills for role changes, Leadership Preparation and Management Development.
<b>Salary Scales</b>	NOVAS has defined salary scales and has committed to awarding annual increments to staff depending on sustained funding.
<b>Annual Leave</b>	26 Days annual leave plus bank holidays.
<b>Pension</b>	A direct contribution pension with a 5% employer and employee contribution totalling 10%.
<b>Employee Assistance Programme</b>	Our Employee Assistance Programme provided by Inspire Wellbeing gives staff access to free confidential counselling and a suite of online mental health and wellness tools.
<b>Further Education Support</b>	With the help of your line manager you can apply for financial support, study leave or exam leave days to complete external professional qualifications to help further your career.
<b>Sick Pay</b>	2 Weeks full and 2 weeks half sick pay certified.
<b>Maternity Leave</b>	18 weeks full pay which can be pro rata across duration.