



Diocese of Westminster

Job profile: Relief Night Contact Worker
Location: London
Reporting to: Services Manager
Job reference no: 0042-70427

Job Purpose:

Work within a residential setting, maintaining the safety and security of the house. Supporting the guests as required throughout the night. And engaging with new arrivals.

Principal duties and responsibilities

1. To maintain security of the house
2. To provide continuing emotional and practical support as required to guests
3. To participate in maintaining high quality health and safety standards within the house
4. Work closely with the Police when they bring a new guest
5. General house duties

Person specification: Relief Night Contact Worker
Contract Type: Casual
Salary: £10.71 per hour
Hours of work: 11 hour night shifts between 21:30pm and 08:30am

EXPERIENCE REQUIRED

Essential criteria:

Significant experience of:

1. Working with vulnerable people, who have been victims of exploitation
2. Working with clients with high support needs in a residential setting
3. Working with pregnant women and babies

Desirable criteria:

Significant experience of:

1. Working with victims of human trafficking and modern slavery

KNOWLEDGE REQUIRED

Essential criteria:

Knowledge and understanding of:

1. The support needs of victims of human trafficking and modern slavery and how these can be met in a residential setting
2. Health and safety and risk management
3. Specific support needs, for example, substance misuse, trauma or mental health
4. Word, Excel, Outlook and Support Planning applications such as Salesforce

COMPETENCIES REQUIRED

Essential criteria:

1. Ability to support sensitively, guests who display trauma and/or challenging behaviour
2. Excellent organisational skills, ability to prioritise and meet deadlines, responding proactively to competing demands

3. Excellent communication skills
4. Ability to lone work, using initiative
5. Ability to work well within a small team of staff
6. Ability to work well with agencies and partners
7. Ability to support and motivate guests and volunteers within a community spirit
8. Ability to work with complete discretion and within data protection principles and legislative frameworks
9. An understanding of the values and principles in action that Caritas demonstrates in all its work

OTHER REQUIREMENTS

Essential criteria:

1. A flexible approach to work shifts on a rota basis including, bank holidays and weekends
2. An Enhanced Disclosure and Barring Service Check will be required for this post

Desirable criteria:

1. Ability to speak another language