



<b>Job Profile</b>	Relief Night Contact Worker (Waking Night)
<b>Department / Parish / Agency</b>	Caritas, Bakhita House
<b>Reporting to</b>	Services Manager
<b>Cost Centre</b>	427
<b>Location / Address</b>	London
<b>Management of</b>	n/a
<b>Contract type</b>	Casual
<b>Hours</b>	21:30 to 08:30, as required
<b>Salary</b>	£13.15 per hour
<b>Job Reference</b>	594-427

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

**Principal duties and responsibilities:**

1. To be responsible for the night security of the house, first and foremost to protect the safety and security of the residents
2. To act as a first point of contact for any queries from women during the night, to provide continuing emotional and practical support as required
3. Inspecting the building and reporting any defects, security or health and safety concerns to the House Manager
4. Dealing efficiently with all general telephone enquiries and logging messages
5. To contribute to each woman's individual support plan, by updating the electronic record with any new information, throughout the night shift
6. Ensuring CCTV cameras are monitored
7. To participate in maintaining high quality health and safety standards within the house.
8. To contribute to the community spirit and standards of living
9. Work closely with the Police when they bring a new victim to the house
10. General house duties

## **Our Diocese Values**

Catholic social teaching covers all spheres of life, whether this is economic, political, personal or spiritual. At the heart of Catholic social teaching are principles and the four ethical values of love, truthfulness, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person centered and place human dignity at our center. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance & Love.**

### **Competence**

We strive to achieve total competence in all that we do – as an employer and as the administrative support function to our parishes, agencies and schools we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those that we serve.

### **Reliability**

Because our parishes, agencies and schools rely upon us to support them in the work that they do, we aspire to deliver with consistency excellence in service. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

### **Honesty**

We will act with integrity, truthfulness and straightforwardness at all times. We will challenge when appropriate and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

### **Perseverance**

We shall always demonstrate a steady persistence in every course of action – we will be tenacious disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenge. We shall be persistent in our pursuit of continuous improvement and excellence and will demonstrate determination, tenacity and integrity in everything that we do.

### **Love**

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion – we will value each other and celebrate colleague's success; we will support, provide care and compassion for those who need it and be relied upon to be competent, reliable & honest.

**Person specification:**

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

<b>Skills/competence and knowledge requirements</b>	<b>Essential/ Desirable</b>
Ability to support sensitively, guests who display trauma and/or challenging behaviour	E
Excellent organisational skills, ability to prioritise, responding proactively to competing demands	E
Excellent communication skills	E
Ability to lone work, using initiative	E
Ability to work well within a small team of staff	E
Ability to work well with agencies and partners	E
Ability to support and motivate guests and volunteers within a community spirit	E
Ability to work with complete discretion and within data protection principles and legislative frameworks	E
An understanding of the values and principles in action that Caritas demonstrates in all its work	E
The support needs of victims of human trafficking and modern slavery and how these can be met in a residential setting	E
Health and safety and risk management	E
Specific support needs, for example, substance misuse, trauma or mental health	E
Word, Excel, Outlook and Salesforce or similar	E
Knowledge of GDPR	E
<b>Experience</b>	
Working with vulnerable people, who have been victims of exploitation.	E
Working with women with high support needs in a residential setting	E
Working with pregnant women and their babies	E
Working with victims of human trafficking and modern slavery	D
<b>Other Requirements</b>	
A flexible approach to work shifts on a rota basis including, bank holidays and weekends	E
An Enhanced Disclosure and Barring Service Check will be required for this post	E
Ability to speak another language	D