



<b>Job Profile</b>	Relief Night Contact Worker (Waking Night)
<b>Department / Parish / Agency</b>	Caritas Bakhita House
<b>Reporting to</b>	Head of Caritas Bakhita House
<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>	£14.80 per hour
<b>Job Reference</b>	829-427

### **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 Values**

Catholic social teaching covers all aspects of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, justice, and freedom.

We are person-centered and so we place human dignity at the heart of all that we do. 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 and Love.**

#### **Competence**

We strive for excellence by continually developing the knowledge, skills, and expertise needed to best support our parishes, agencies, and schools

#### **Reliability**

We deliver consistent, high-quality service and can be trusted to fulfil our commitments, making a meaningful difference to those we serve.

#### **Honesty**

We act with integrity, fairness, and transparency. We build trust by taking responsibility for our actions, admitting mistakes, and committing to making things right.

#### **Perseverance**

We remain resilient, even in the face of challenges. We are committed to continuous improvement and show determination, tenacity, and integrity in all we do.

## Love

We show our love through dedication to our parishes, agencies, and schools. We act with empathy, value one another, celebrate success, and offer care and compassion to those in need.

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### **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

Competences	Essential/ Desirable
<b>Excellent Communication Skills:</b> Able to communicate clearly and effectively, demonstrating kindness and respect towards all people serving the Diocese i.e. employees clergy contractors etc.	E
<b>Excellent Organisational Skills:</b> able to manage multiple deadlines and maintain attention to detail	E
<b>Collaborative Teamwork:</b> Proven track record of working effectively in teams, contributing ideas, and supporting others, and building positive relationships while also being able to take initiative and work unsupervised when necessary	E
<b>Problem Solving:</b> able to approach challenges creatively and make informed decisions under pressure	E
<b>Adaptability and Flexibility</b> -comfortable with change, able to identify challenges and implement thoughtful solutions and adjust to new priorities and processes when needed.	E
Ability to support sensitively, women who display trauma and/or challenging behaviour	E
Ability to work with pregnant women and new born babies	E
Ability to lone work, using initiative	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
A general understanding of the teachings of the Catholic Church	D
First Aid Trained	D
Fire Warden Trained	D
<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
Developing, implementing and reviewing support plans and risk assessments.	E
Working with victims of human trafficking and modern slavery	D
Working with victims in a residential setting	D
<b>Knowledge</b>	
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
<b>Technical Skills</b>	
Word, Excel, Outlook and Salesforce or similar.	E
<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	E
Ability to cook for up to twelve people	E
Ability to speak another language	D