

JOB PACK

Night Assistant

Creating homes.
Building lives.



Jigsaw



ABOUT US

We are one of the largest housing groups in England with more than 37,500 homes across the North West and East Midlands. Jigsaw Homes Group creates new and exciting opportunities for tenants and customers.

We provide quality, low-cost housing and play a wider role in making sure our residents thrive in their homes and benefit from living in healthy, sustainable communities.

We are well placed to respond to challenges including welfare reform, poverty and social exclusion and are committed to tackling the housing crisis and homelessness by building more affordable homes for people to rent and buy.

As a sector leader, we will also innovate and inspire, driving technology and efficiency through new products and services. We strive to be a top housing provider and an employer of choice. We look forward to working with you.

JOB DETAILS

Holidays:	24 days leave per annum rising incrementally to a maximum of 29 days, plus bank holidays, plus 3 days for Christmas closure (based on a 5-day working week).
Pension:	The Group belongs to the Social Housing Pension Scheme to which the successful candidate would be entitled to join. This is an Employer and Employee contribution scheme with an 11% combined contribution with the option to increase.
Jigsaw Benefits:	In return Jigsaw Homes Group offer company sick pay, on-site gyms, access to our cash back health plan membership, enhanced maternity/paternity leave, training/development opportunities plus much more. See the benefits page on our website for more details.

Probation period and references:	Please note that any offer made by the Group and subsequent employment is subject to a four-month probationary period and to the Group receiving two satisfactory references, one of whom should be your current or most recent employer.
Mandatory Training:	You will be required to complete mandatory training for your role. This training may take place at any one of our main offices in Ashton-Under-Lyne, Leigh, Miles Platting or Nottingham.
Eligibility to work in the UK:	Successful applicants for posts within the Group are responsible for producing proof of entitlement to work in the UK before employment can commence.
Disclosure barring checks & Medical Clearance:	In addition, any offer is also subject to receipt of an Enhanced Disclosure from the Disclosure Barring Service confirming suitability & medical clearance from our Occupational Health Provider before appointment. Visit www.jigsawhomes.org.uk/dbb to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbb
Diversity:	Jigsaw believes diversity means acceptance and respect for everyone because we appreciate the significant value that individuality can bring. All employment decisions are therefore based on business needs, job requirements and individual qualifications to help create a safe and positive environment for all.

JOB DESCRIPTION

OVERVIEW

At Jigsaw Support our focus is on helping people to live happy, healthy lives in a safe home and supporting our most vulnerable individuals is our top priority.

Working within the Jigsaw Support Team you will be part of an innovative, forward-thinking team that encourages success.

We are passionate about improving the quality of lives of our customers by supporting them to achieve their goals and independence.

In addition to delivering our existing support services, we are always seeking new innovative partnerships, solutions and funding opportunities, responding to need and working with communities in which we can make a difference.

With more than 200 staff from offices in Ashton under Lyne, Leigh and in our supported accommodation projects across the North West, we support over 7,000 people annually through the contracts we manage.

Role Summary

As Night Assistant you will be part of a busy team, responsible for ensuring security of the building, keeping our residents safe through regular health and safety checks, welfare checks reporting repairs and providing guidance and advice on building related issues to our residents.

You will help create a sense of community through our work delivering activities to develop their skills and dealing with enquiries during the night.

You will be confident in working closely with colleagues, residents and our partner agencies working closely with our support team to compliment their support work.

As a valued team member will be confident in using a range of IT and software packages to support you in completing regular reporting and ensure accurate records are kept and maintained regarding our clients and service.

Responsible To - Team Leader

MAIN TASKS OR ACTIVITIES

As a Night Assistant you will:

1. Provide waking night cover at the project monitoring the security of the building, report any incidents to the emergency services, out of hour's repairs service and emergencies to the on-call manager Managers if appropriate, and take action where necessary.
2. Implement and monitor night security systems, ensuring overall safety and security of the project and residents. To promptly and accurately carry out health and safety checks within the building and grounds to maintain the upkeep of the project to the required standards to ensure a safe and secure environment.
3. Carry out welfare and wellbeing checks for residents on and off site, observing of medication, updating records, ensuring their needs are met during your shift. Report missing persons and Safeguarding concerns promptly in line with Jigsaw and Local Authority Guidelines.
4. Reporting repairs promptly and monitoring completion in line with the Association's procedures including providing guidance and advice on building related issues to our residents.

5. Report breaches of licence to colleagues and Managers for action and ensure that a thorough handover of information takes place at the end of the shift.
6. Arrange, attend and participate in mandatory and non-mandatory training and any meetings that may be required in your role, both for personal development and for the benefit of other staff and residents.
7. Work as part of the project staff team to offer consistent service delivery to residents in a professional and effective manner to address any issues that may arise and contribute to team meetings and group reflective practice.
8. Ensure literature and notices are up to date and displayed prominently.
9. Ensure cleaning materials are stored and used, by staff and residents, in accordance with the relevant legislation and policies and that current COSHH assessments are in place.
10. To comply with all Jigsaw Support and local authority Safeguarding procedures for concerns raised within the team, ensuring alerts are raised accordingly, records are accurate and monitoring systems are kept up to date.
11. Operate and comply with organisation and contract policies and procedures and the Group's values at all times.
12. To be a pro-active member of the team; continually seeking to improve and develop your own skills and the performance of the team.
13. To follow all Group policies and procedures and attend mandatory training when requested to ensure compliance with Group policies and procedures.
14. Ensure all work is in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
15. Carry out any other duties which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive, Group Directors, Operations Directors & Assistant Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- IT literate and ability to use a range of IT systems
- Caring and compassionate approach
- Excellent communication skills and ability to build positive relationships
- Ability to work as part of a team
- Motivated and enthusiastic
- Ability to recognise and appropriately act upon safety and safeguarding concerns

JIGSAW VALUES

As a sector leader, Jigsaw will innovate and inspire, driving technology and efficiency through new products and services.

It strives to be a top housing provider and an employer of choice and this is where we need innovative, forward thinking, diverse and vibrant individuals to join us and help us succeed even further.

Our company values reflect the individuals we want to lead us into the brightest future possible for Jigsaw Homes Group.



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