

JOB PACK

Night Worker - Safe Accommodation

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 plus 3 days for Christmas closure (based on a 5-day working week) plus bank holidays, plus additional days after 2 years continuous service to a maximum of 5 days.
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.
Jigsaw Benefits:	In return Jigsaw Homes Group offer occupational sick pay, on-site gyms, BHSF membership, enhanced maternity/paternity leave, training/development opportunities and much more. Please check out benefits page on website for more information.

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/dbs to view the Group's DBS policy statement. Further information about the disclosure can also be found at www.homeoffice.gov.uk/dbs
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:

Please note that The Female Sex Exemption claimed under Section 7 (2) (e) of the Sex Discrimination Act 1975, applies to this post.

We are looking for enthusiastic people to join our safe accommodation service and contracted homeless accommodation services.

You will have experience supporting people with complex needs helping them to overcome barriers so they can be resettled back into the community.

Working as part of motivated team, you will be providing support and advice to maintain the welfare, health and safety of all our customers.

You will have experience working with vulnerable client group in a front-line customer environment and you will have great communication skills with everyone you meet.

We operate a 24/7 service for our customers covering all aspects of homelessness. We also provide an out of hours service for our partners.

You will need to be flexible to meet service needs and will be expected to work late evenings, weekends, bank holidays and Christmas concessionary days so you must be willing to work all patterns.

Responsible to: Operational Manager

MAIN TASKS OR ACTIVITIES

1. Work as part of a team providing accommodation and support to people with complex needs.
2. Work flexibly to cover the staff rota including evening and weekends, including providing cover, where needed for other supported housing schemes.
3. Perform regular health and safety checks to maintain a safe environment and maintain the health and safety and security at the Homeless Unit as directed by the Team Leader/Operational Manager.
4. Provide a concierge service to assist in ensuring the wellbeing of residents

5. Respond to emergency situations and anti-social behaviour appropriately by following procedures in accordance with the Group's policies and procedures contacting appropriate emergency services and management as needed.
6. To work with clients to access services to keep them safe, whilst ensuring compliance with Adult Safeguarding procedures; to work in partnership with clients ensuring professional boundaries are maintained.
7. To maintain accurate and confidential records on the case management records and databases and contribute to monitoring information for the service. To comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to the work undertaken
8. Be proactive and continually seek to improve and develop own skills and the performance of the team
9. Follow all Group policies and procedures in accordance with the role and attend mandatory training when requested to ensure compliance with the Group policies and procedures.
10. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
11. Carry out any duty which may be, from time to time, requested by the Chief Executive, Deputy Chief Executive or Group Directors, commensurate with the position.

Candidate Requirements

Candidate Requirements:

- Must be able to work shift patterns consisting of evenings and weekend hours, including bank holidays
- Educated to GCSE Level or equivalent
- Experience of working in a relevant customer focussed setting
- Working with vulnerable people in need
- Ability to work effectively as a lone worker and as part of a team
- Good communicator at all levels with good interpersonal skills
- Understanding of Health & Safety and Safeguarding

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.



Jigsaw Homes Group Limited

Cavendish 249
Cavendish Street
Ashton-under-Lyne
OL6 7AT

w: jigsawhomes.org.uk
t: 0300 111 1133
@JigsawHG



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