

JOB PACK

NIGHT WORKER

Creating homes.
Building lives.





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 working days 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, access to the Social Housing Pension Scheme, BHSF membership, enhanced maternity/paternity leave and training/development opportunities.

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.

With more than 200 colleagues 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

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

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 and 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 - Deputy Manager - Supported Accommodation

MAIN TASKS OR ACTIVITIES

1. Work as part of a team providing temporary supported housing, advice, information and resettlement services to homeless and vulnerable households with complex needs.
2. Participate in staff rota, providing cover when needed, to cover gaps in staff rota including evening and weekend cover at the homeless person's scheme.
3. Ensure compliance with H&S and security at the Homeless Unit as directed by Supported Housing Manager and Team Leader.
4. Provide concierge and access control to assist in ensuring the welfare of residents at HPU.
5. Ensure all resident contact is logged and information is passed to correct person. Take telephone calls for any out of hour's service requests.
6. Be proactive and continually seek to improve and develop own skills and the performance of the team

7. 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.
8. Ensure you work in accordance with the Equality Act 2010 and the Equality, Diversity & Inclusion Policy at all times.
9. 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 pattern consisting of evenings and weekend hours.
- 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 lone worker and as part of a team
- Good communicator at all levels with good interpersonal skills

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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