

ROLE PROFILE

JOB TITLE	Waking Night Support Worker
SERVICE PROVISION	Night Shelter (Southampton)
SCALE POINT	20
CONTRACT TYPE	Permanent
LINE MANAGER	Senior / Service Manager
DATE OF ISSUE	March 2026

Area of Work: Night Shelter (Southampton)

The Waking Night Support Worker will help provide a safe, trauma-informed service for single vulnerable adults aged 18 years or older who are currently rough sleeping or at immediate risk of rough sleeping and have a verified local connection to Southampton. Working as part of a dedicated team from 20:00 to 08:30, the role involves positively engaging with service users who are not accommodated elsewhere and do not have alternative safe housing options, while noting that the service typically cannot support those with No Recourse to Public Funds. The worker is responsible for assisting with housing management tasks, conducting essential safety checks during the set-up and close-down periods, and maintaining the general security of the shelter throughout the night. By following a structured nightly timeline, the role ensures that all service users receive consistent support from the initial intake at 20:30 through to the morning transition and data reporting at 08:00. 42 hours per week (4 on 4 off)

Specific Duties:

Accommodation and Housing Management
• Provide a trauma-informed welcome and ensure residents understand the expectations of their Licence Agreement. • Offer emotional support and de-escalation using motivational interviewing and positive engagement. • Encourage healthy lifestyle routines, specifically focusing on stable sleep patterns and hygiene. • Follow and update risk management plans, case notes, and assessments on INFORM to reflect any observed changes. • Conduct regular security patrols and safety checks, coordinating with the Operational Security Team during drop-ins. • Monitor and manage site compatibility to maintain a safe environment for all residents and staff. • Encourage service users to keep communal areas, such as the kitchen and bathrooms, in a clean and tidy condition. • Submit maintenance and repair requests for furniture or furnishings via the correct procedures. • Manage the physical environment during set-up and close-down, ensuring rooms are ready and linen is fresh. • Complete all administrative data returns and incident reports for SHPT by 08:00.

- Provide clear and accurate handovers regarding attendance and emerging risks.

Administration

1. Ensure that online handovers, appointment diaries and other relevant documents are updated where relevant.
2. Maintain service users' files and records to the standard required. This includes using relevant data management system(s).
3. Complete, when required, any relevant monitoring forms.
4. Complete rent returns and support management and staff in processes around this.

Health and Safety

1. Ensure that all service users understand their responsibility for maintaining the hygiene and cleanliness of their own personal space as well as communal areas, under the terms of their Licence Agreement.
2. Carry out regular health and safety checks and ensure they are properly recorded as required by the Society's Health & Safety Management System and management.
3. Promote harm minimisation where possible, including when facilitating the needle exchange.
4. Ensure that all accidents and incidents are reported following the correct procedures.
5. You will be required to undertake training and administer naloxone.
6. Ensure that all safeguarding concerns relating to service users are reported following the correct procedures.
7. Undertake Fire Warden and Appointed Person (First-aid) duties as required.
8. Undertake any cleaning and housekeeping duties as required by management.
9. Adhere to the Society's Health & Safety Policy and follow all additional policies and procedures relating to health and safety contained within the Health and Safety Management System, with specific regard to your responsibility under the Health and Safety at Work Act 1974 that requires you to be responsible for your own health and safety at work as well as that of those around you (colleagues, service users, visitors etc.).

Additional Requirements:

1. Attend all staff meetings, supervision meetings and other meetings as directed by your Line Manager.
2. Attend all training courses as directed by your Line Manager, including completing relevant e-learning courses.

3. Willingness to work flexibly in order to meet the needs of the service, including in exceptional circumstances staying on beyond the end of your shift to provide essential cover if necessary.
4. Attend work outside of normal working hours (i.e. during the day) if required.
5. Set out breakfast items for service users each morning.
6. Contribute to the support kitchen staff with food prep, sandwiches and take deliveries of dairy and other produce and store correctly.
7. Receive and record any donations that have been delivered to the hostel as required by management.
8. Proactively pursue good relationships with neighbours and the local community.
9. Participate in setting, monitoring and achieving annual organisational and team targets.
10. Adhere to all of the Society's Policies and Procedures when undertaking any work for and on behalf of the Society.
11. Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.

Experience, Knowledge and Ability – the successful candidate must demonstrate the following:	Assessment
Experience of working with people with histories of homelessness, mental health problems and substance misuse.	FORM INTERVIEW
Ability to deal with difficult and challenging behaviour calmly and effectively.	FORM INTERVIEW
Knowledge and understanding of mental health issues, including dual diagnosis, and the effects of substance and alcohol use on mental health.	FORM INTERVIEW
Knowledge and understanding of equality and diversity, with respect to staff and service users.	INTERVIEW
Knowledge of other local organisations providing support and interventions to people with complex needs.	INTERVIEW
Knowledge and understanding of health and safety issues relating to working in a supported housing environment.	INTERVIEW
Knowledge of safeguarding and protection procedures and protocols for vulnerable adults.	INTERVIEW
Knowledge of lone working procedures and staying safe at work.	INTERVIEW
Ability to listen and communicate effectively with service users.	FORM INTERVIEW
Ability to carry out risk assessments, develop risk management plans and actively manage risks presented by service users.	INTERVIEW

Literacy and IT skills sufficient to demonstrate ability to write letters, emails and reports.	FORM
Ability to motivate service users and encourage them to seek meaningful occupation and to live more independently.	INTERVIEW

The SSJ Competency Framework

SSJ uses a Competency Framework as part of its recruitment procedures. The SSJ Competency Framework identifies specific competencies that staff in each job role are required to demonstrate. As well as being able to demonstrate the experience, knowledge and abilities required for the role, all staff are required to demonstrate competencies that contribute to each area identified in the Framework Model below:



Competencies – Waking Night Worker
1. Good time management skills and the ability to work alone and as part of a team. 2. Confidence and ability in using IT systems, email and the world-wide Web. 3. Compassionate approach to dealing with individuals with complex needs and challenging behaviour. 4. Able to maintain professional boundaries at all times and demonstrate self-awareness at all levels. 5. Able to use own initiative to respond to emergencies and other unexpected situations. 6. Able to communicate in all ways effectively with clients and colleagues.