



The **Benjamin** Foundation

Welcome to The Benjamin Foundation

Thank you for expressing an interest in our vacancy for Support Staff (Nights) in Great Yarmouth.

More information about the position, including a Job Description and Job Specification are enclosed. If you would like to find out more information about the service, please take a look at our website www.benjaminfoundation.co.uk/jobs

If you have any questions regarding the vacancy, please contact the HR Department on 01603 886925/886951 or email recruitment@benjaminfoundation.co.uk

Please return your completed applications by email to:-

recruitment@benjaminfoundation.co.uk

Or by post to:

HR Department
The Benjamin Foundation
23-27 St Andrews Street
Norwich
NR2 4TP



The **Benjamin** Foundation

**Aspire - Great Yarmouth
Part Time**

Support Staff (Nights)

18.5 hours per week (10pm -7am - Fri, Sat, Sun & Mon and then 10 days off)

This shift pattern is on a rotating basis

£8,417.50 p.a. - £701.45 per month

(£8.75 per hour)

The position includes some lone working
Plus employee benefits

Are you looking for an exciting new challenge to work within a charity that provides support to young people?

The Benjamin Foundation was founded in 1994 helps around 2,000 people per year through difficult times by providing them with hope, opportunity, stability and independence.

We are seeking to recruit a number of new colleagues to support (predominantly 16 and 18 year olds) assessed as having high and specialist needs. The service is semi-independent supported accommodation staffed 24 hours per day. The overall aim of the services is to provide safe and suitable accommodation and support for young people leaving care in Norfolk and to prepare them for independence.

The Benjamin Foundation is committed to safeguarding and promoting the welfare of young people. An enhanced DBS check will be required for successful applicants.

The Benjamin Foundation embeds the Nurtured Heart Approach[®] which creates strong and improved relationships by focusing on positive behaviour rather than energising negativity, providing clear rules and consequences, creating an environment in which people thrive.

To apply, visit <http://benjaminfoundation.co.uk/jobs>

OR email recruitment@benjaminfoundation.co.uk

Tel: 01603 886925/886922

Closing Date: Monday 24th June 9.00am
Interview Date: Wednesday 3rd July (Yarmouth)



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Support Staff (Nights)

Job description

Job title:	Support Staff (Nights)
Employer:	The Benjamin Foundation
Location:	Great Yarmouth
Contract:	Permanent – part time
Salary:	£8.75 per hour
Hours of work:	18.5 hours per week
Department:	Housing and Homelessness
Reporting to:	Service Manager

Job purpose

1. To work as part of a team, provide a supportive and welcoming environment to young people and agencies using the service
2. To ensure that the aims and objectives of the organisation are followed at all times
3. The post holder will play an essential role in the day to day running and administration of the building



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Main duties

1. To work in accordance with appropriate policies, regulations and standards of operation, including the health and safety policy and risk assessments
2. To carry out regular security and fire safety checks throughout the building
3. To work in accordance with administrative procedures that are in operation
4. To ensure that relevant contact with service users is logged in the appropriate place e.g diary, communications book, daily notes
5. To assist in maintaining written records, such as service users daily notes and general records
6. Provide a comprehensive housing management service including collection of rents, reporting and following up any maintenance problems promptly in accordance with policies and procedures
7. To be empathetic and responsive to the needs of individual service users
8. To maintain confidentiality with regard to service users and staff members and respect service users rights at all times
9. Whilst maintaining a supportive working relationship with service users, at all times recognise and maintain appropriate boundaries.
10. Be proactive in assisting new service users to the Aspire service to settle into the scheme and advise of policies, procedures and house rules
11. Undertake the admission of new service users to the Aspire service and advise them of resettlement opportunities and encourage them to take up these opportunities
12. To work closely with the Centre Manager, Senior Support Worker, Support Workers, Housing Management Workers and other agencies where appropriate
13. Actively encourage service users to take ownership of decisions affecting their lives, such as routines, support plans, activities away from the Brett's service so that they



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develop increased self-confidence, experience in making decisions, and independence

14. Participate in regular supervision and appraisal with your line manager
15. Ensure a high standard of customer relations is maintained at all times
16. To attend and actively participate in regular staff team meetings
17. To deal appropriately with complaints from service users, neighbours etc
18. To supervise the Aspire service communal areas, to be responsible for the security of the building and contents whilst on duty.
19. To carry out any appropriate and agreed training.
20. To carry out any other duties as may be reasonably required and commensurate with the responsibilities of the post
21. To abide by The Benjamin Foundation policies and procedures

The Benjamin Foundation fully embeds the Nurtured Heart Approach in all that it does and staff will adopt this approach as part of their practice.

The Benjamin Foundation reserves the right to alter the content of this job description following consultation, to reflect changes to the job or services provided without altering the general character or level of responsibility.

This post is subject to a full and satisfactory DBS disclosure.

Name of Job Holder:

Signed Job Holder:

Date:

Name of Line Manager:

Signed Line Manager:

Date:



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Support Staff (Nights)

Person Specification

Criteria	Details	Essential	Desirable	Assessed
Experience	Experience of working with homeless people or a similar client group		•	Application Form Interview
Knowledge & Skills	Good organisational skills and ability to prioritise tasks	•		Application Form Interview
	An ability to communicate clearly both verbally and in writing	•		Interview
	Good administrative skills for record keeping	•		Application Form Interview
	Practical problem solving approach to deal with any difficulties or emergencies and to respond appropriately to service user's requests	•		Interview
	Ability to deal with sensitive problems or difficult situations in a professional and sympathetic manner	•		Interview
	Good household management skills to ensure security of the service and welfare of residents, reporting of maintenance issues etc.	•		Interview References
	A willingness to carry out housekeeping and domestic tasks on a regular basis	•		Interview



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	Awareness and understanding of relevant health and safety issues	•		Interview References
	Possess a clear sense of professional boundaries	•		Interview References
Personal Qualities	Be empathic towards and supportive of service users who may have a variety of complex needs	•		Interview References
	Ability to work on own initiative as well as part of a team	•		Interview References
	Respond flexibly to the demands of the post	•		Interview References
	An ability to remain calm in difficult and challenging situations and to respond appropriately in accordance with The Benjamin Foundation policies and procedures	•		Interview References
Additional	The willingness to contribute to the wider Benjamin Foundation success story	•		Interview
	An interest in the long term development of the service working within detailed work plans and objectives	•		Interview
	A willingness to undertake training appropriate to the post	•		Application Form Interview