

# Welcome to The Benjamin Foundation



The Benjamin Foundation



## **Thank you for your interest in joining The Benjamin Foundation staff team**

If you have any questions regarding this vacancy, please contact our HR Department by email at [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk) or on 07881 012553.



## About us

For over 25 years' children, young people and families across Norfolk and Suffolk have been supported by The Benjamin Foundation to overcome big challenges in their lives.

Each night we accommodate 100 vulnerable young people, equating to over 40,000 safe nights sleep a year for local young people. They can finally feel safe from youth homelessness. We are proud to be the regional partner for the End Youth Homelessness campaign.

Each week 150 young people access our emotional wellbeing support. In the last year this equates to 7,500 emotional wellbeing support sessions improving their mental health, increasing their self-esteem and to finally feel understood.

Each year over 250 young people attended our youth work in the community to gain new life skills, expand their horizons and finally feel confident

Overall 2,000 local children and young people every year finally feel hopeful of a better future because of the work of The Benjamin Foundation.

The Benjamin Foundation are deeply connected to the local community, employing over 220 people in Norfolk and Suffolk

For more information about The Benjamin Foundation visit [www.benjaminfoundation.co.uk](http://www.benjaminfoundation.co.uk)



# Maintenance and Support Worker (Waking Nights)

## Great Yarmouth

Permanent, part time

£9,360 per annum, £10.00 per hour plus benefits

Working every other long weekend (Friday - Monday (22:00 – 07:00) then 10 days off

Plus Employee Pension Scheme with 6% employer contribution, generous annual leave, discretionary company sick pay, employee assistance package and other benefits

**Are you looking for an exciting new challenge to work within a charity that provides support to young people at risk of homelessness?**

Aspire, in partnership with Orwell Housing Association, Norfolk County Council and Great Yarmouth Borough Council, is our young person's centre in Great Yarmouth providing semi-independent 24/7 supported accommodation to single homeless people aged 16 – 25.

This role is for waking nights and will involve some lone working. You will ensure the accommodation setting is safe and secure at night, support the running and administration of the building, undertake cleaning and some general maintenance and decorating when flats become empty, and also provide some support to ensure the welfare of young people.

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<sup>®</sup> 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/vacancies>  
OR email [recruitment@benjaminfoundation.co.uk](mailto:recruitment@benjaminfoundation.co.uk)

**Closing Date: Wednesday 25<sup>th</sup> May 9am**

**Interview Date: Shortlisted candidates will take part in an online Safer Recruitment Interview (date TBC) and a Selection Interview in Great Yarmouth on Wednesday 8<sup>th</sup> June**

## Maintenance and Support Worker (Waking Nights)

### Job description

<b>Job title:</b>	Maintenance and Support Worker (waking nights)
<b>Employer:</b>	The Benjamin Foundation
<b>Location:</b>	Great Yarmouth
<b>Contract:</b>	Permanent – part time
<b>Salary:</b>	£10.00 per hour
<b>Hours of work:</b>	Every other weekend – Friday – Monday 22:00 – 07:00, then 10 days off. 18 hours per week on average.
<b>Department:</b>	Housing and Homelessness
<b>Reporting to:</b>	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 maintenance and administration of the building

### 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 develop increased self-confidence, experience in making decisions, and independence
14. To be proactive in maintenance of all areas and preparing Void flats for new residents, including, clearing, cleaning and basic redecoration.
15. Participate in regular supervision and appraisal with your line manager
16. Ensure a high standard of customer relations is maintained at all times
17. To attend and actively participate in regular staff team meetings
18. To deal appropriately with complaints from service users, neighbours etc.
19. To supervise the Aspire service communal areas, to be responsible for the security of the building and contents whilst on duty.
20. To carry out any appropriate and agreed training.
21. To carry out any other duties as may be reasonably required and commensurate with the responsibilities of the post
22. 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:**

**Maintenance and Support Worker (Nights)  
Person Specification**

Criteria	Details	Essential	Desirable	Assessed
<b>Experience</b>	Experience of working with homeless people or a similar client group		•	Application Form Interview
<b>Knowledge &amp; Skills</b>	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, basic DIY and domestic tasks on a regular basis	•		Interview
	Awareness and understanding of relevant health and safety issues	•		Interview References
	Possess a clear sense of professional boundaries	•		Interview References
<b>Personal Qualities</b>	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
<b>Additional</b>	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