# Assistant Support Worker Nights Hartlepool

**21 hours per week**
**£8.50 per hour**
Until April 2020
*Closing date: Thursday, September 19*

## Cornerstone's mission

Cornerstone is a regional charity that supports hundreds of people each year. We are a well-respected, growing organisation dedicated to supporting the most vulnerable people across the North East

We began as housing charity supporting people who were homeless in the North East  10 years ago. Our widely admired furniture making venture began in 2012 in a shed built in the yard of one of our six supported houses at that time. Since then, our housing has increased to 34 homes and a 9,000 sq ft Leaning and training complex and a high street store with drop in and training facilities in Hartlepool. The charity's services have grown and developed to support people experiencing a wide range of personal challenges, including addiction and recovery programmes, employment guidance, employment training, and genuine employment opportunites for service users, help for people on release from prison or on probation, and support for people experiencing sexual exploitation or domestic abuse.

We're looking for committed and compassionate professionals who share our enthusiasm for changing lives.

## Job Role

To provide a secure and safe environment for individuals overnight. Supporting service users in cases of emergency and crisis.

## Job Responsibilities

Monitor the safety and wellbeing of the individuals and the project, and take appropriate action such as contacting emergency services when necessary.

Welcome and provide a health and safety briefing to any individuals arriving out-of-hours.

Ensure that all communal and staff areas are maintained to a high standard of cleanliness.

Ensure that appliances and cleaning supplies are maintained, serviced and replenished as required.

Liaise with support workers and other colleagues to ensure that individual's records are maintained.

Work with individuals to encourage them to maintain the cleanliness of the project.

To encourage individuals to engage in activities within the project (including communal meals)

Respond to any out-of-hours telephone calls, including referrals.

Maintain in depth and up-to-date knowledge of all Cornerstone practices and policies.

Present a professional image of Cornerstone at all times.

Comply with all legal and health and safety requirements.

To work to the performance standards provided and requested by Cornerstone.

To carry out any other reasonable requests.

This job description is not intended as an exhaustive list of all duties and responsibilities of the post but simply reflects the key areas involved. The duties may change over time as requirements and circumstances change

## Person Specification – Assistant Support Worker Nights

*(To be used for recruitment purposes only)*

| Criteria | Essential<br>Requirements necessary for safe and effective performance in the job | Desirable<br>Where available, elements that contribute to improved / immediate performance in the job |
|---|---|---|
| Qualifications | | • NVQ level 2 in Customer Service or equivalent appropriate qualification |
| Experience | • Experience working with socially disadvantaged and vulnerable individuals | • Experience working night shifts |

| Skills, Knowledge and Abilities | • Experience of working in an environment that requires confidentiality <br> • Ability to use basic Microsoft Office packages <br> • Knowledge of the causes and effects related to homelessness <br> • Knowledge of adult and child safeguarding | Knowledge and usage of Inform database |
|---|---|---|
| Personal Attributes | • Commitment to the values of Cornerstone <br> • Commitment to detail, ensuring all work is accurate, concise and understandable <br> • Commitment to equality and diversity <br> • Understanding of how to work within professional boundaries <br> • Willing to work in cooperation with team members <br> • Willing to work flexibly within their role <br> • Full driving licence | |