**Job Description**

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| **Post:** | Waking Night Support Manager |
| **Service:** | Offender Personality Disorder; Housing and Accommodation Support Service (OPD HASS) |
| **Location:** | London Boroughs of Lewisham and Redbridge |
| **Reporting to:** | Service Manager |
| **Salary** | £29,000 per annum |
| **Hours/Shift Patterns/Rota** | Shift pattern includes weekends with staff covering night shift usually 4 nights on 3 nights off. This pattern will be subject to variation depending on the requirements of a rolling rota.   * 9:00pm to 8.30am   Night Workers will also be required to attend meetings and training during the day for which shift rotas will be adjusted. |

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| **SERVICE DETAILS** |
| The Offender Personality Disorder (OPD) Pathway is a jointly commissioned and delivered pathway of services for people in criminal justice system who are deemed high risk, and likely to satisfy the diagnosis of ‘personality disorder’.  The joint responsibility is between NHS England and Her Majesty’s Prison and Probation Service (HMPPS).  Housing and Accommodation Services (HASS) have been designed to support the OPD Pathway and Penrose OPD HASS will provide specialist housing and accommodation support to offenders meeting specific criteria, thereby facilitating their eventual move on to fully independent living in the community.  Penrose OPD HASS works with individuals that have been assessed as having a high risk of re-offending, in collaboration with other Pathway partners and the National Probation Service. Together we provide risk management, support treatment, therapies, delivery of and access to interventions, and a safe environment for residents to learn and exercise new skills.  The support Penrose provides is individually designed to support service users build and foster healthy relationships, modify cycles of behaviour, reduce the risk of reoffending and to integrate them back into the community with a reduced reliance on local mental health resources.  Our OPD HASS high support accommodation is staffed 24 hour per day, 7 days per week and provides accommodation for six male residents on each site, one based in Lewisham and one based in Redbridge.  A third service for women is based in Lambeth. |

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| **Purpose of Role** |
| The post holder will provide leadership and management of our night staff team delivering the Offender Personality Disorder Housing and Support Service. Working in collaboration with the National Probation Service and other partners within the Offender Personality Disorder (OPD) Pathway, you will support adult males who have recently been released from prison, secure health settings or who are moving on from Approved Premises. You will ensure provision of robust risk management, sharing information with full staff team, probation and other partners to help keep your service users safe.  You will maintain a culture of learning and development through supervisions, appraisals and continuing professional development processes. You will deliver a coaching approach to line management is implemented throughout your team and adopted by frontline staff when supporting service users.  You will be responsible for supporting your team to ensure they meet or exceed contract performance targets and achieve positive outcomes for their service users. You will be responsible for reporting your teams performance to our senior managers in a clear and timely fashion and taking swift action to address any areas of underperformance.  You will support your team to provide effective and meaningful assessment, treatment and management of people with personality disorders which cause them to present as high risk. The service aims to reduce and manage the risk presented by clients in the least restrictive environment possible, reduce personality pathology and associated suffering and distress. It also aims to increase pro-social and adaptive behaviours in the areas of relationships, employment, education, community integration, promoting independence within the community and improved quality of life.  Knowledge of the Criminal Justice System, excellent communication skills and being able to develop strong working relationships with your teams, commissioners and other key stakeholders will be vital to the role.  You will have a passion for working with people with experience of the criminal justice system and/or with other marginalised groups, and a belief that everyone can turn their life around regardless of past or present circumstances. You will have some previous management experience, an ability to motivate and inspire, and a keen eye for detail. |

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| **KEY AREAS OF RESPONSIBILITIES** |
| * To provide managerial oversight for night staff across two residential sites for service users with Personality Disorders, ensuring night staff deliver the highest possible standards of support and risk management * To provide excellent management of the night staff team, embodying the values of the organisation * Support the development of a coaching environment that supports all staff to fulfil their potential, ensuring all staff receive adequate training and supervision * To be compassionate in meeting the needs of service users, their carers and families, and to promote at all times, a positive image of people with personality disorder, mental ill health and complex needs. * To ensure both sites are adequately staffed at night. * Embrace and encourage multi-disciplinary training and development, particularly in relation to the implementation of PIE and Enabling Environments. * To work with Pathway and external partners, agencies and commissioners including HM Prison Service, National Probation Service, MAPPA, NHS Trusts and other community based supporting agencies to protect the public and achieve the desired outcomes for the service user. |

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| **MAIN DUTIES AND RESPONSIBILITIES** |
| **Service Focus**   * To work directly with service users in providing a high-quality delivery of service using appropriate planning and monitoring tools. * To ensure that the service users are empowered at every reasonable opportunity to make decisions and take control over their life and service, unless this is clearly detrimental to their well-being. * To create an Enabling Environment so that the service users can move their life forward looking for real community connections, friends, hobbies, interests, work and being creative and challenging about the support provided. * To support the provision of a 24-hour service, ensuring service users can access support and guidance at all hours * To support service users to achieve their goals, in line with their support plan. * To recognise the indicators of deteriorating mental health, increase in risk, and to initiate discussion to identify actions to address such deteriorations. * To ensure information is communicated to Project staff and wider team by way of Handover at beginning and end of shift. * To encourage service users to recognise, understand and begin to address factors which affect their wellbeing. * To work in accordance with any service specification or contractual arrangements providing a flexible service which is responsive to individual needs.   **Operational Management**   * To support the front-line team with the most complex and challenging of cases. * Undertake disciplinary investigations. * Support and encourage service user’s engagement and positive experience. * Coordinate and/or deliver local workshops for staff and service users. * To be an active participant in regards to organisational working groups. * To represent Penrose at community-based meetings, forums and events. * To maintain and develop close links and positive relationships with referring agencies, community groups, and partner organisations, including attending team meetings, delivering presentations and information gathering and feedback. * Ensure that risk assessments and management plans are completed and updated regularly. * To ensure night staff team attendance at regular staff meetings. * To ensure that all statutory records are accurately maintained and available for inspection upon request from the appropriate authorities. * To ensure that adequate staffs are on duty at all times, and that appropriate staff rotas have been prepared and that arrangements are in place for the use of locum workers if required. * Ensure that Penrose’s Quality Management System is adhered to and maintained at the Service. * Ensure Risk Assessment and Risk Management Policies are fully understood and being complied with.   **Staff Management**   * Provide effective line management to frontline night staff, including being the first point of contact for dealing with night staff queries in regards to day to day working practices. * Responsible for ensuring that all staff have appropriate personal development plans and are appropriately supported to achieve the plans targets. * To support the Service Manager with creating a positive and productive working environment, to improve and maintain the wellbeing of staff. * Ensure that all staff maintains high standards of professional performance at all times through adherence to the Penrose policies and procedural frameworks, along with leading by example with own behaviours. * To identify relevant staff development opportunities and work with the Service Manager to implement these. * Ensuring the appropriate application of HR policies and Procedures in all services, e.g. sickness absence management processes code of conduct, disciplinary and grievance. * Ensure staff are listened to and supported to escalate appropriately with HR in relation to relevant queries and concerns. * Actively participate in the coordination and delivery of team meetings and learning workshops. * Ensure all relevant data is recorded in the correct timeframes using the appropriate electronic data system (Inform). * Ensure the service is staffed 24-hours per day, taking swift action to remedy any planned or unplanned absences * Participate in the selection and induction of new staff to ensure that they are aware of their duties and the policies, practice and values of Penrose Options. Provide care and support when needed. * Oversee and coordinate local induction and probationary periods of new staff. * Ensure that absenteeism and lateness is maintained, on or below, the agreed levels for the organisation, taking appropriate support and action to achieve the target. * Responsible for ensuring all staff are performance managed via the Penrose appraisal system and that appraisals are conducted and completed on time. * Undertake performance management with frontline staff where necessary * Hold regular staff meetings and one to one meetings with staff |
| **Support and Resettlement**   * Support and encourage Service User involvement and Engagement locally and at the wider organisational level initiatives. * Ensure absolute adherence to Penrose Confidentiality Policy and all other associated policies and procedures. * To carry out duties defined in the Care Standards Act 2000**.** * To have knowledge and understanding of Risk Management in a criminal justice environment and how formulations contribute to stabilisation and resettlement in the community. * To positively respond to service users who may need assistance and seeking support * Deal with any disputes or emergencies. * Ensure that at all times work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies, procedures and legislation at all times * Deliver 1-1 interventions as required and ensure there is genuine engagement with the service users, or opportunities for engagement, at all hours using appropriate methodologies and interventions to encourage and support their engagement and progress towards greater independence and community integration. * Encourage service users to participate in the running and development of Projects / Social Enterprise initiatives, training interventions, volunteering or work experience within Penrose. * Provide / arrange for various advice, advocacy and or information to service users in relation to physical health matters, substance misuse welfare benefits, education, employment and training, life skills and any other identified support needs. * To positively respond to service users who may need assistance at night, seeking the support of the appropriate on call manager if necessary, in emergencies. * Updating service user records with relevant information * Record and disseminate minutes of team meetings as requested |
| **Housing Property Management**   * To assist the staff team in managing security and safety, health & safety, maintenance and cleaning. * Ensure that adequate records are kept of any action taken regarding a tenant’s breach of agreement. In particular, to anti-social behaviour. * Assist new residents with orientation and induction when moving into the property and to help resolve any maintenance problems identified. * Carry out pre-void inspections of Penrose properties, making arrangements with service users for replacement or repair of Penrose property. |
| **Liaison with Agencies and Local Community**   * To act as a public representative of the Service, ensuring good community relations are always maintained. * Ensure timely information sharing with Service Staff, Offender Managers and other key stakeholders to support robust risk management and positive resettlement outcomes * Develop and maintain good community relationships within the locality particularly direct neighbours and other interested parties. |
| **Administration**   * To undertake administrative tasks as part of regular waking night duties ensuring that these are completed accurately and in a timely manner. * Responsible for accurate recording of staff supervisions and interactions, along with the secured storage thereof. * To promote effective cost control mechanisms, and encourage all staff to take responsibility for achieving financial savings where appropriate. * Reporting of incidents as per Penrose policies and procedures. * To complete reports (either electronically or written) for members of the management board and other agencies, as directed by your line manager in a timely and accurate manner and in accordance with policy and procedure * To input and extract information from computerised packages, service user monitoring system, and other database systems. * Any other general administrative tasks to be completed ad hoc as requested by the management team. * Attend and participate in staff and management meetings. * Ensure all Penrose policies and procedures are appropriately understood, followed and implemented at the services. * Adhering to and enforcing the requirements set under GDPR. |
| **Teamwork**   * To work as an effective part of the team in ensuring that Service Users receive a high quality and responsive service at night. * To ensure that any matter of concern relating to any residents is immediately addressed and shared with wider staff team and Management. * To use a variety of means to communicate effectively. * To be involved in team building and planning processes and ensure that any designated responsibilities arising from any action plans are undertaken as required. * To be proactive in adhering to all health and safety requirements and reporting any matters of concern immediately. |
| **Health & Safety and the Environment**   * Promote and encourage best practice in HSE. * Take individual responsibility for all people working, living or visiting the service, especially in response to emergencies. * Ensure you are fully conversant with all aspects of the H&S Policy, Hygiene, Fire Alarm and related policies and procedures dealing with emergencies. * Report any H&S risks or concerns to management at the earliest opportunity. * Carry out regular checks in the service including communal areas. * Ensure the service is kept clean and taking appropriate action to maintain the condition of the building. * Ensure the service is secure by regular patrols and monitoring of external doors, windows and access in and out of the building. * Carrying out service user room checks as necessary. * Monitoring and reporting on the communal environment, including local service user phone calls where identified, and taking appropriate action. * Collection and deliveries of goods and storing of light goods as required. * Where necessary, to effectively participate in the on-call system as required by individual services. * CCTV monitoring where and when required * Using personal security systems within the workplace according to service guidelines * Identifying the risks involved in work activities and undertaking such activities in a way that manages those risks. * Making effective use of training to update knowledge and skills. * Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards. |
| **Cleaning Duties**   * To undertake general cleaning duties including household tasks such as ordering products and ensuring that stock levels are maintained and to keep records in accordance with the agreed cleaning rota. * Cleaning and maintaining the environment as necessary. * To prompt, support and assist residents to maintain a reasonably tidy living environment. |
| **Authorities**  Signing documents in conformity with the Authorisation Policy.  **Confidentiality**  Service user and/or staff information is confidential. It is a condition of employment that you will not use or disclose any confidential information obtained unless disclosure is expressly authorised by your employer. Misuse of or a failure to properly safeguard confidential data will be regarded as a disciplinary offence and will be dealt with in accordance with the Penrose Disciplinary Policy. |
| **Equal Opportunities**   * Ensure consistent and effective implementation of Equal Opportunities & Diversity policy and procedures * Positively promote an environment which respects and values the diversity of both staff and service users. |
| **Personal/Professional Development**  The post-holder will participate in Supervision, Reflective Practice and any training programme implemented by the service as part of this employment, such training to include:   * Participation in an annual individual performance review, including taking responsibility for maintaining a record of own personal and/or professional development. * Taking responsibility for own development, learning and performance and demonstrating skills and activities to others who are undertaking similar work. |
| **Quality**  The post-holder will strive to maintain quality within the service, and will:   * Ensure any data/information prepared for either internal or external analysis is ‘fit for purpose’ i.e. that it is accurate, valid, reliable, timely, relevant and complete. * Alert other team members to issues of quality and risk. * Assess own performance and take accountability for own actions, either directly or under supervision. * Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team’s performance. * Work effectively with individuals in other agencies to meet service user needs. * Effectively manage own time, workload and resources. |
| **Communication**  The post-holder should recognise the importance of effective communication within the team and will strive to:   * Communicate effectively with other team members. * Communicate effectively with service users, friends, family and carers. * Recognise people’s needs for alternative methods of communication and respond accordingly. |
| **Policies and Procedures**  The post holder is required to abide by all policies and procedures of Penrose and the Social Interest Group. |
| **Other Responsibilities and Duties as Required**   * Attend training as requested * Share best practice and provide guidance to colleagues where necessary. * Availability for Shifts as Rota is based on providing 24 hour cover to this service, 7 days per week. * Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed in line with the expectations of the position.   **This document is not intended to be an exhaustive list. Other duties, responsibilities and work base appropriate to this role / grade, may also be required. The manager will discuss this with the post holder where necessary.**  *Please note that this job description is subject to change (following consultation) depending on the needs of the organisation***.** |

**Person Specification**

Night Support Manager

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| **Qualifications and Experience** | **Rating** | | **Application Form** | | **Interview** | |
| Appropriate professional qualification:  NVQ / Diploma level 3 in Management / Health & Social Care / Mental health or professional equivalent.  In addition a management qualification would be advantageous | Essential  Desirable | | **✓** | |  | |
| Experience of staff management | Essential | | **✓** | | **✓** | |
| Direct experience of working in reintegration and rehabilitation services or similar services | Essential | | **✓** | | **✓** | |
| Experience of working with Men with Personality Disorder, complex needs and challenging behaviour | Essential | | **✓** | | **✓** | |
| Experience of working with diverse groups of serviceusers | Essential | | **✓** | | **✓** | |
| A good understanding of property management | Essential | | **✓** | | **✓** | |
| **Knowledge** |  | |  | |  | |
| An understanding of the needs of offenders who may also have a mental health or substance misuse problems | Essential | | **✓** | | **✓** | |
| Knowledge of Personality Disorder | Essential | | **✓** | | **✓** | |
| Knowledge and practical application of key legislation - Equality and Diversity, Mental Health, Criminal Justice, Social Care and Housing and H&S | Essential | | **✓** | | **✓** | |
| Knowledge and understanding of the practical requirements of the Care Standards Act 2000 | Essential | | **✓** | | **✓** | |
| Understanding of Housing Management including voids and evictions | Desirable | | **✓** | | **✓** | |
| A good understanding of the principles of staff development and management, e.g.  supervision, appraisal & training | Essential | | **✓** | | **✓** | |
| Budgetary & performance management | Desirable | | **✓** | |  | |
| **Skills and abilities** |  | |  | |  | |
| Proven ability to provide clear leadership and management to a team | Essential | | **✓** | | **✓** | |
| Ability to reflect and look at self | Essential | |  | | **✓** | |
| Ability to assess information quickly and make sound judgments | Essential | | **✓** | | **✓** | |
| Excellent PC’s skills | Essential | | **✓** | | **✓** | |
| An effective communicator | Essential | | **✓** | | **✓** | |
| Excellent planning and organisational skills | Desirable | | **✓** | | **✓** | |
| **Personal Attributes** | | | **Rating** | | **Application Form** | | **Interview** | |
| To be a conscientious worker | | | Essential | |  | | **✓** | |
| Able to work in accordance with Penrose Values and Behaviours | | | Essential | |  | | **✓** | |
| Able to engage with vulnerable people and work effectively in highly distressing and challenging circumstances | | | Essential | | **✓** | | **✓** | |
| Respects and has awareness of the advantages of joint working with other experienced professionals in a multidisciplinary setting | | | Essential | | **✓** | | **✓** | |
| Able to work flexibly and co-operatively as part of a team | | | Essential | | **✓** | | **✓** | |
| Able to use own initiative and make decisions independently | | | Essential | | **✓** | | **✓** | |
| Committed to continual quality and service improvement | | | Essential | | **✓** | | **✓** | |
| Self-aware and committed to professional and personal development | | | Essential | | **✓** | | **✓** | |
| Able to accept and respond positively to feedback from supervision | | | Essential | | **✓** | | **✓** | |
| **Other Requirements** | | | **Rating** | | **Application Form** | | **Interview** | |
| Ability to travel independently in accordance with Penrose policies and service need | | | Essential | |  | | **✓** | |
| This post is subject to a DBS Disclosure to identify any relevant criminal background | | | Essential | | **✓** | | **✓** | |

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| **Competency** | **Definition** | **Level** |
| Oral communication | Communicates in a way that is unambiguous using appropriate terminology and non-verbal communication, providing accurate data that influences and informs the recipient. | Level A - Can communicate with a range of people in a positive and inclusive manner which maintains their attention. |
| Written communication | Expresses ideas clearly in a well structured manner, using correct grammar and appropriate terminology. Uses a variety of media. | Level A - Writes well-structured, error free written documents. |
| Sensitivity | Shows awareness of the diversity of those they work with and for and is aware of their own influence both. Recognises the impact of own behaviour on others. | Level A - Recognises, understands and responds to feelings and needs of others, even when they may be very different to their own. |
| Coaching and motivating | Directing and guiding others in the performance of their tasks. Establishing a spirit of working together to set and achieve goals. | Level A - Independently takes the initiative to provide direction, support and feedback, motivating another to takes the agreed steps. |
| Teamworking/ working with others | Contribute actively on issues/solutions even when the issue is not the responsibility of the individual. | Level A - Work with others internally and externally to deliver solutions/results. |
| Customer focus | Understand customer needs and requirements and act accordingly. Ensuring high level of service delivery to deliver customer satisfaction. | Level A - Actively investigates further needs of the client and demonstrates their desire to deliver the best to the client. |
| Results Orientation | Actively focused on achieving results and objectives. | Level A - Works purposefully to achieve objectives and tasks on time and as agreed. |