



YOUNG PEOPLE'S VOICE AT THE HEART OF  
EVERYTHING WE DO

## Night Worker Progression Coach

### JOB DESCRIPTION

---

<b>Job Title:</b>	<b>Night Worker Progression Coach</b>
<b>Salary:</b>	<b>Full Time £24,313 (NJC point 18)</b> <b>Plus, other benefits which include a pension scheme and an 'employment assistance programme' supporting staff's mental health and wellbeing offering practical support for problems at work and at home.</b>
<b>Department:</b>	<b>Young People's Supported Accommodation</b>
<b>Reports to:</b>	<b>Young Person's Supported Accommodation Manager</b>
<b>Hours of work:</b>	<b>Full time - Shifts from 8pm-4am. Weekend work is essential</b>
<b>Location:</b>	<b>Based in a secure office, with rest space available, in one of the hubs in either City, West, South and Vale, or Cherwell. Travel between sites within each area will be required.</b>

#### Job Purpose

The Progression Coach is one of the most important roles within this new service in Oxfordshire. There will be 3 Night Worker Progression Coaches based in the new YPSA Service, providing essential overnight support. Whilst **all progression coaches will passionately believe in the potential of all young people** to achieve their goals, it is the job of the Night Worker to build meaningful relationships with the young people and provide a reassuring, consistent and supportive presence over the nighttime period. Night Workers will be confident at de-escalating crisis and will work with a solutions-focused mindset to helping the young people address any challenges they may have faced in their day or evening, reinforcing the positive progress they are making in their work with their day time Progression Coach.

In the new model each Progression Coach Night Worker will be based within one of the homes across the County. This office and rest space will be secure. Night Workers will be able to access the

on-call support of YPSA Managers, and other night workers throughout their shift should it be required.

Whilst night workers will not have a designated caseload, they will be responsible for building relationships with the young people across their allocated hub regions.

Where there are voids in the service which leads to a lower number of young people in their usual designated hub, Night Worker Progression Coaches may be asked to support the other Night Worker Progression Coaches within the service.

Youth work approaches will be adopted by all Progression Coaches which means;

1. Progression coaches listen to, and are led by, the needs, ambitions and assets of the young person
2. Progression Coaches advocate for and champion young people's ability to learn the skills needed to transition into adulthood, happy, positive and healthy.
3. Being above all else, a reliable, **consistent** and aspirational role model for these young people. Progression Coaches will exercise clear and professional boundaries in the same way to every young person. This creates safety, respect and trust and is paramount to success.

All progression coaches will receive high quality training to ensure they feel confident and motivated to help build skills in emotional literacy, emotional regulation, de-escalating conflict, restorative practice, suicide prevention and Mental Health First Aid. This is an example of the training which will be available and is not exhaustive.

### **Key Responsibilities**

#### **The Night Worker Progression Coach will:**

1. **Positively** engage with young people through conversations, and providing listening support to young people when needed.
2. To work proactively with multi-agency workers for all safeguarding matters
3. Respond to issues and concerns and exercise excellent crisis management skills
4. Ensure risk assessments and safety plans are regularly updated in line with policy and procedures
5. Create and share with relevant stakeholders up to date risk assessments ensuring the safeguarding of young people is at the forefront of your work with them.
6. Celebrate the achievements of young people's efforts in maintaining a safe, clean and happy temporary home through active involvement in the brand-new Annual
7. Provide high quality and intensive support to young people who enter the E-Beds, also working sensitively to the needs of the young people who will be sharing the accommodation to mitigate risk and negative impact

8. Deliver consistent boundaries and expectation to young people to ensure a feeling of safety, trust and fairness. All PCs will undertake professional boundaries training.
9. Provide evidence-based therapeutic approaches such as Trauma Informed Care, Psychologically Informed Environments, and Restorative Practice.
10. Produce daily logs for each shift outlining issues raised which can then be taken up by the daytime Progression Coach where appropriate.
11. Regularly share important information regarding the progress and achievement of young people with the daytime Progression Coaches
12. Proactively champion the young people to get involved in the co-design of the model, and help support young people to be confident in giving authentic and honest feedback, ensuring young people are actively listened to and their ideas, interests and concerns are central to our engagement process.
13. Positively engage in Action Learning, a transformational peer to peer evaluation and coaching model which will be taught to all young people and give them critical skills in self-awareness, self-confidence, group listening and peer to peer support.
14. To keep up to date with relevant and associated policy developments
15. Proper record keeping, including reporting incident and complaints.
16. Complete and return all required information in relation to staff terms and conditions, pay and sickness as outlined in Oxfordshire Youth policy.

#### **Main Duties: Working with young people**

- Builds constructive relationships with residents
17. Carry out nightly checks on the hubs they are responsible for
- Ensures that all residents receive a high quality service
  - Provides assistance with housing management and appropriate general support
  - Supports the aims of each young person's personal pathway plans, where appropriate
  - Supports residents to be involved in the running of the house through house meetings, and by responding to residents' issues and concerns

#### **Housing Management and Maintenance**

- Follows correct procedure if and when any furniture and equipment is damaged
- Assists residents to maintain the safety and cleanliness of the properties and report any concerns to the daytime Progression Coach where appropriate

- Checks the security of the property
- Checks furnishings and equipment, and reports repairs to ensure that it meets health and safety standards
- Supports Young People to clean and keep tidy all communal areas to a specified standard
- Supports young people to report items requiring repair or maintenance
- Carry out minor repairs, and maintenance tasks including changing light bulbs in line with procedures
- Reacts to, and reports incidents, and issues first warnings to residents as appropriate
- To provide appropriate assistance to residents in emergency situations, and to arrange/co-ordinate the involvement of other agencies i.e. police, social services.

### **Health and Safety**

- Works with the highest regard to safety, and to minimise risk, taking responsibility for the welfare and safety of residents
- Assists in work with other agencies to assess and manage risk relating to prospective and current tenants
- Ensures that risk assessments are properly carried out, and appropriate action taken
- Ensures that fire safety equipment is working and regularly serviced, and carries out fire drills
- Receives and hands over information at the beginning and end of each shift

### **General**

#### **The Night Worker Progression Coach will:**

- Be accountable for their own actions and personal and professional development alongside their Line Manager.
- Safeguard and promote the rights, safety and welfare of people using the service.
- Follow and adhere to all company policies and procedures.
- Attend all mandatory training required to complete and maintain their role, ensuring they keep up-to-date with changes to specific laws and legislation that are relevant to their role.
- Comply with all Health and Safety measures to keep young people, colleagues and themselves safe by conducting regular checks within all areas and departments as required.

- Represent the company in a professional and appropriate manner at all times by considering punctuality, personal appearance and boundaries, including diversity and equality of opportunities.
- Please note this list is not exhaustive and you will be required to complete tasks that ensure the needs of the service and the business are met at all times.

***This job description is subject to amendment following discussion with the post holder.***

***August 2020***

## PERSON SPECIFICATION

### Night Worker Progression Coach

Requirements	Essential	Desirable
<b>Educational Attainment</b>	<p>Similar experience in a Youth Worker, Support Worker role for a minimum of 3 years.</p> <p>Minimum of a Level 3 in Youth Work or currently working towards one</p> <p>Full UK driving licence with access to own vehicle</p>	<p>Management qualification(s)</p> <p>Vocational qualification(s) in related fields including mental health, children's and young people's social care, youth and community development</p>
	<p>A minimum of 2 years' experience working directly with vulnerable Children &amp; Young People</p> <p>An understanding of mental health issues affecting Young People</p>	
<b>Experience</b>	<p>Proven track record in delivering similar services</p> <p>Experience of working effectively in a team</p> <p>Experience of working with complex safeguarding issues</p>	<p>Not for profit sector experience</p> <p>Multi-Agency working</p> <p>Ability to work with community organisations, children, young people including responding to concerns and complaints</p>

<p><b>Skills &amp; Aptitudes</b></p>	<ul style="list-style-type: none"> <li>• Work well under pressure and prioritise effectively, working to tight deadlines and targets</li> <li>• Strong planning and organisational skills</li> <li>• Excellent people management skills</li> <li>• Ability to work well as part of a team</li>   <li>• Be able to demonstrate an ability to work with colleagues from external agencies both voluntary and statutory</li> <li>• Excellent verbal and written communication skills</li> <li>• Ability to assess and manage risk</li> <li>• Able to solve problems and think creatively</li> <li>• Able to motivate and support staff on an ongoing basis and through periods of change</li> </ul>	<p>Understanding of NHS structures and processes in relation to mental health (including commissioning)</p>
--------------------------------------	--	---

<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Consistency in behaviour</li> <li>• Reliability, you do what you say you will do and under promise and over deliver</li> <li>• Self-care, you look after your own physical, emotional and mental health</li> <li>• Courageous communicator, you are open, clear and considered when raising reflections, insights and challenges</li> <li>• Take accountability for the quality of your work and responsibility for maintaining and improving your knowledge and skills</li>   <li>• A commitment to the social ethos of the charity and an ability to relate to Young People</li>   <li>• Work to Oxfordshire Youth's vision, mission and values</li>   <li>• Proficiency in Microsoft Office ( Word, Excel, Outlook)</li> </ul>	
<p><b>Circumstances</b> e.g. driving licence, Shift working etc.</p>	<p>Full UK driving license and car owner</p> <p>Flexible on working hours</p>	