



## **JOB DESCRIPTION**

**ROLE: RELIEF SUPPORT WORKER**  
**REPORTING TO: PROJECT MANAGER/S**

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### **The Shelter Trust**

The Shelter Trust is the largest provider of services for homeless people in Jersey. The Trust is a charity offering accommodation, support and a way forward for homeless people. At present, we offer accommodation and services across 4 sites in St Helier and St Saviour for clients aged 16 upwards. In addition, the Trust also provides an Outreach Service offering food, hot drinks and support for 'rough sleepers'. The Outreach Service is provided in partnership with Jersey Homeless Outreach Group (JHOG). At the other end of the spectrum of homelessness, we provide an aftercare and resettlement service for individuals recently housed outside of Trust premises. The Trust provides a Drunk & Incapable Unit (D&I Unit) which is an alternative to police custody. The D&I Unit is a service provided by the Trust in partnership with the States of Jersey Police. The D&I Unit is inspected and reported on each year by the Jersey Probation & Aftercare Service.

### **Primary Job Purpose**

The role of Relief Support Worker provides valuable staffing cover for vacant shifts due to holidays, sickness, training etc. Notification of vacant shifts may be at short notice, for example, for sickness cover, this can be a call/text/email to a Relief Support Worker/s on the day the cover is required. For staffing cover for holidays and training, we are in a position to provide a person/s with more notice.

Shifts are usually offered across 3 of the 4 Trust sites. Shifts available can be day or night shifts (waking nights), including weekends and bank holidays. We are not able to allocate regular or set shifts as this is not the nature of the role or the terms of the contract. Shift cover required is where we have a staffing shortage on any particular Trust site / day.

The post-holder will join a 'bank' of staff working on a casual basis. Relief Support Workers are asked to provide the Trust with an indication of their availability to consider and/or accept vacant shifts.

The role of Relief Support Worker is interesting and varied, which can also be challenging and demanding. You will be assisting the Trust's staff in providing a range of care and support for the Trust's clients. You will need to be able to respond to the diverse and changing needs and circumstances of the Trust's clients.

## **General Overview**

- You should enjoy working with people and be able to build relationships with clients of the Trust that are supportive and non-judgmental
- Ideally you will have previous experience in a similar environment/role
- A positive attitude and good verbal and written communication skills are essential
- You should be able to remain calm and confident to deal objectively with people in sometimes very challenging circumstances
- The role will involve physical duties, including cooking, cleaning; the collection and storage of donations
- A working knowledge of Microsoft Outlook, Word and Excel is required to ensure handover notes are completed at the end of each shift
- A current full driving licence is desirable but not essential
- Training, internal and/or external applicable to the role will be made available

## **Administration**

- Keep accurate written and electronic records of such information as is agreed and appropriate at any time
- Complete written and verbal handovers to appropriate staff whilst on duty
- Answer telephone or other enquiries and deal with the public and visitors in a professional and courteous manner
- Receive with thanks and record donations/deliveries received as per site guidelines
- Arrange for or undertake (if licensed to drive) the collection of donations of food and supplies

## **Practical Support**

- Assist in the provision of meals and/or supervise and join clients involved in meal preparation ensuring that appropriate hygiene and safety standards are adhered to
- Support colleagues and clients to ensure the kitchen, food preparation and serving areas are kept clean, safe and where food/drink items are available, items are fresh for consumption
- Assist with household responsibilities, including cleaning to ensure hygiene and safety standards are maintained to a high level
- Provide assistance and supervise clients involved in general housekeeping duties, including cleaning, laundry, light maintenance, furniture replacement etc.
- Clear and prepare rooms for new occupancy
- Assist the limited number of people who may have difficulties maintaining their personal hygiene and/or personal presentation. Duties might include supervising bathing, hair cutting, clothing issues, managing incontinence
- Cater for the expressed needs of rough sleepers presenting to the Trust by issuing blankets, providing food, offering shower facilities, issuing clothing, arranging medical and other agency appointments etc.
- Provide recovery care for drunk and incapable individuals referred by the States of Jersey Police and other agencies, **(after appropriate training only)**

- Assist individuals in dealing with the effects of intoxication

### **Health and Safety**

- Ensure the safe and proper use of Trust services and facilities
- Ensure the safety of the site, including the safe custody of keys, monies, medication, client files and equipment
- Be aware of and comply with the provisions of the Health and Safety At Work (Jersey) Law 1989
- Be aware of and comply with fire safety procedures and regulations applicable to each Trust site
- Report any unsafe equipment, practice or procedure to management as soon as you become aware of it
- Report housekeeping, maintenance and catering deficiencies to management where these deficiencies cannot be rectified at the time
- Monitor clients and visitors entering Trust premises with regard to the safety of others within the facility, with particular regard to their state of intoxication and their potential to cause disruption or violence
- Supervise communal areas to ensure the safety of clients, colleagues and visitors
- With staff witnesses present, search individuals, belongings or areas in line with management guidance, to establish that there are no prohibited items such as intoxicating substances or offensive weapons on the premises, **(trained staff only)**
- Ensure the safe storage of client medication and recording of all medication received, given out or disposed of **(trained staff only)**

### **General**

- Be aware of and comply with the Trust's policies, procedures and best practice in relation to appropriate working practices, including the Trust's policy on confidentiality in relation to handling information about clients
- Be aware of and respect the Trust's commitment to equality of opportunity in relation to access to services and respect for diversity