MTVH ROLE PROFILE

Date: 08/10/2026

Role Title (External)	**Waking Night Worker – Women's Complex Needs Service**	Directorate	**Customer Services**	Location	**London**
Reports To	**Service Manger**	Function / Team	**MTVH Support**	Geographical Spread	**London**
Direct Reports	**No**	Budget Sign-Off Approval Level	**Has no direct of quantifiable impact on budgets**	Suitable for Agile Working Options	**Yes ☐ No ☒**
DBS Check Required	**Yes ☒ No ☐** **If yes for DBS check, which level is needed? Enhanced**			Driving Licence Insurance check required	**Yes ☐ No ☒** **Yes ☐ No ☒**

This role involves regular, and at times unsupervised, contact with adults receiving housing-related support. To meet our commitment to safe, high-quality services, we will carry out an Enhanced check with the Disclosure and Barring Service once an offer of employment is made, and a new check every three years

Overall Responsibility

To provide support to vulnerable women with complex needs. Meeting individuals' needs whilst maximising independence and choice and respecting privacy and dignity. Working through the night on a rota basis.

Key Responsibilities and Outcomes

- **Service delivery**
- To work with the Services Manager to ensure that the service work within the policies and procedures of MTVH
- To work with the Service Manager to ensure that the service complies with all Safeguarding, Health and Safety legislation and all organisational policies and procedures.
- To work with the Services Manager to develop and deliver service implementation plans for the MTVH Support service.
- To contribute to the delivery of a trauma-informed, strengths-based and psychologically informed service that promotes independence and positive outcomes.

- To follow support plans, and risk assessments, providing person-centred, strengths-based support that enables customers to achieve their identified goals, maintain their accommodation and progress towards greater independence.
- To contribute to the assessment, development, implementation and review of support plans and risk assessments
- To ensure accurate recording of support delivered using the digital support planning and recording system
- To undertake regular welfare checks and customer contact in line with agreed support plans, service requirements and respond appropriately to incidents, emergencies and customer support needs throughout the night
- Assist in the monitoring of the quality of the service and implement the quality standards that should be attained within the service
- Complete handover meetings between shifts
- Contribute to and work as part of a team, including providing cover for absent colleagues
- Participate fully in staff meetings, handover meetings, training and other team activities
- Work closely with and develop constructive working relationships, as appropriate, with relevant internal and external parties to ensure open and effective communication and co-ordination of services for customers
- Support customers in raising awareness of health & safety issues, working in accordance with Risk Assessments
- Take reasonable care for the health and safety of self, other colleagues, customers and other persons
- To comply with the organisation's lone working policy and procedures
- Perform other duties as may be reasonably required by your line manager
- Agree to conduct yourself in line with the general standards of conduct and behaviour as detailed in MTVH's Code of Conduct which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers

Personal Competencies	Skills / Experience / Knowledge
• Able to work flexibly, on a rota basis including unsocial hours, weekends and public holidays • Empathetic and able to support customers with dignity, respect and compassion • Able to build positive and professional relationships with customers who may be difficult to engage • Able to contribute positively to the team • Resilient and calm when responding to incidents and managing challenging situations	• Experience of providing support to vulnerable women with complex need • Relevant qualification in Housing, Support, Health & Social Care or willingness to work towards an appropriate qualification • Understanding of the difficulties faced by Women with complex needs and multiple disadvantage, including homelessness, rough sleeping, mental health needs, substance misuse, offending behaviour, sexual exploitation, social exclusion and trauma • Understanding of trauma-informed, strengths-based and psychologically informed approaches

• Able to use initiative whilst recognising when to seek guidance and escalate concerns. • Demonstrates a positive, solution-focused and strengths-based approach • Availability for working unsocial hours, weekends and public holidays on a rota basis	• Knowledge and understanding of safeguarding vulnerable adults and professional boundaries. • Knowledge of health & safety issues relating to supported housing services • Ability to recognise, assess and respond appropriately to risk • Ability to manage behaviours that challenge in a professional and person-centred manner. • Ability to work flexibly to meet customer and service requirements • Ability to maintain accurate records and complete reports • Basic IT Literacy

General Responsibilities

- To understand and comply with MTVH's safeguarding, safety and compliance policies, procedures and processes and support a positive safeguarding, safety and compliance culture across the organisation.
- Actively and effectively promote the organisations corporate values of Care, Dare, Collaborate and Own
- Role modelling appropriate behaviours and acting with the highest level of professionalism and integrity.
- Play an active role in contributing to effective cross team working and provide cover for colleagues as required.
- To maintain confidentiality with personal information and data regarding our customers, employees and stakeholders at all times ensuring compliance with the Data Protection Policy.
- To act at all times within MTVH's policies, procedures and code of conduct and uphold MTVH's commitment to Equality and Diversity

This profile only contains the main accountabilities relating to the job and does not describe in detail all the duties and tasks required to carry them out. You may be required to perform any reasonable tasks comparable with the level of responsibility at the request of your manager. MTVH reserves the right to alter the content of this job profile to reflect changes to the organisation or the services it provides.

Other Requirements (e.g. driving licence needed etc). Information about "other requirements" can be found in the Guidelines for Completing Roles Profiles document.