

JOB & PERSON SPECIFICATION

JOB DESCRIPTION

Job Title:	Night Concierge
Service:	West Farm
Reports to:	Service Manager/Deputy Service Manager
Responsible for:	N/A
DBS check	Enhanced with Adults and Children Barring list check

Job Purpose:

At Salvation Army Homes, we are dedicated to providing comprehensive, good quality housing services, support and resettlement.

The purpose of the post is to provide an on-site presence at supported accommodation operated by Salvation Army Homes, which includes waking cover overnight and/or at weekends, between hours specified by the local management team.

The post will work both alone and with others in part to provide a presence when support staff are not on site, ensuring the security of the building and the safety of the young people living there.

Key Relationships

- Reporting to the local management team
- Providing a direct service to ensure the safe and secure operation of the building
- Member of the buddy system for saha Night Concierge staff
- Representing the organisation to the public.

Main duties and responsibilities:

- To provide on-site presence which will include overnight waking cover or other unsocial hours as required by the service, in maintaining the safety and security of the building
- To work within Salvation Army Homes' safeguarding policy and procedures, ensuring a person-centred and contextual approach to safeguarding and that appropriate action is taken in order to safeguard the wellbeing of children, young people and adults at risk, protecting them from harm whilst respecting their rights, wishes and feelings
- Where applicable, to provide a first point of contact and ensure that clear and concise information is detailed to any on call staff at the scheme when necessary
- To supervise the entry and exiting of the building, for the purpose of security and safety. To monitor CCTV and patrol the building and the grounds at regular intervals recording all findings
- To take appropriate immediate action in contacting emergency services and to accordingly take further action if required with authorisation limits
- Appropriately enforce tenancy conditions and good neighbour agreements, following policy and local procedures to ensure that any ASB is addressed
- Responding to, dealing with and reporting any incidents within the service or directly outside the service that involve young people.
- Promote and encourage a high level of coproduction and communication
- Maintain full and accurate log of events relating to safety and security during the shift, for the purpose of clear and concise communication to the support team

- To carry out cleaning duties of common areas and vacant rooms in order to prepare rooms for letting where required
- Conducting building Health and Safety Checks as required and submitting reports to the support team.
- To identify building and security defects and report these appropriately
- To adhere to the post holder's own responsibilities to health and safety in the work place, and to colleagues, service users and the general public
- To work within established definitions of acceptable and unacceptable risks, to contribute to risk assessments and participate in risk management in accordance with policies
- To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work
- To ensure all generic paperwork relating to allocations and lettings is created in advance of a young person being accepted for accommodation
- To engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach
- To complete housing management tasks which relate to the effective management of current and former tenant arrears
- To monitor cleaning and stationary supplies required for the service where applicable
- To apply equal opportunities and anti-discrimination policies and ensure rights to privacy and confidentiality are maintained
- To comply with the Staff Code of Conduct
- To undertake any reasonable additional duties as instructed by the line manager or management within the spirit of the role or the skills and abilities of the post holder

Related activities:

- To participate in essential training, role related training and to work in accordance with all relevant Salvation Army homes' regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- To fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- To fully align with Salvation Army Homes' values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.

PERSON SPECIFICATION

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Aptitudes / Abilities:

- Proactive and self-motivated with a can-do attitude
- Demonstrable empathy with the client group
- Confident and capable communicator with the ability to inspire, engage and challenge
- Great verbal, written and influencing skills
- Ability to use a computer, eg Microsoft packages and capacity to successfully navigate support packages used by saha
- Able to be flexible with working hours to accommodate a working rota in conjunction with the needs of the service and team members
- Willingness to take part in outdoor/residential activity on occasion
- Ability to plan forward, prepare and deliver life skills sessions

Experience / Interests:

- Experience of or knowledge related to working with homeless young people
- Proven capacity to deal successfully with difficult and complex situations
- Understanding of wider support and funding facilities available for vulnerable clients
- Experience of supporting vulnerable people or groups
- Capacity to understand individual action plans, personal development programmes and need and risk assessment

Values and behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours. They mean a lot to us. They help define how we should all work and this helps us to stand out from other providers and employers. Please see overleaf.

VALUES AND BEHAVIOURS

