



JOB DESCRIPTION	NIGHT CONCIERGE
LINE MANAGER	SENIOR SHELTERED HOUSING /ACCOMMODATION OFFICER
SALARY & GRADE	£8.32 per hour
HOURS	32 hours per week as advertised per week (average) on a shift basis (inc evenings, weekends and bank/public holidays)
POST BASED AT	Balisier and/ or Lyn Gilzean Court or Karibu or 100 Derby Rd

AIMS OF THE POST

- To provide appropriate Housing Management Services to the people who are residents of the service.
- To ensure that the building is kept safe and secure for both residents and staff.
- To carry out routine office tasks.
- To carry out specified tasks as directed by the management of the service.
- Set a positive example and ensure that conduct is in keeping with our policies and behave in an appropriate manner.
- To provide emergency support as necessary

Key Responsibilities

- **To remain awake whilst on duty**
- Responsible for the smooth and efficient running and the security of the building during the night.
- Respond to the needs of residents and address any problems that occur during the shift.
- Communicate effectively, via verbal handovers, service log book, resident contact sheets, etc.
- Maintain the safety and security of the building
- To check and maintain cleanliness of communal areas, and complete specified tasks.
- In the event of an emergency to summon management and / or emergency services

- To undertake regular building patrols and produce reports as necessary

Safety and Security

To be responsible for creating and maintaining a safe environment for all individuals in the building. Particular attention should be given to individuals with disabilities, such as limited mobility, hearing, eyesight or mental concentration. This duty of care extends to all visitors or those doing work within the building.

Conduct regular security, health and safety, fire checks, cleaning duties, as appropriate.

Conduct checks of occupied and empty rooms and room searches.

Comply with Health and Safety policies and procedures

Report and follow up on all building concerns, damage and maintenance problems to the Head Office/Senior Sheltered Housing Officer as appropriate.

Promote building security and expectations for personal, service user and community safety by policy enforcement.

Ensure that guests sign in and vacate the premises, within the guidelines tenancy agreement.

Monitor security at the entrances / exits of the building

Housing Management and Administration

To exercise discretion in the performance of the duties of the post and to use best practice commensurate with the safety of service users and colleagues, and the effective and efficient use of resources .

Ensure all service users who have been allocated accommodation, receive a high quality housing management service including processing repair requests and fulfilling the landlords obligations as set out in the tenancy agreement.

To maintain appropriate administration and record keeping systems and to submit regular reports as requested.

To ensure tenants understand and adhere to their tenancy agreements and deal with issues relating to tenancies..

Carry out basic administrative task, such as filing, photocopying etc

Encourage tenants to take responsibility for the cleanliness and maintenance of their rooms and communal areas.

Contact the emergency repairs service as appropriate

Take a proactive approach in building a working relationship with tenants that is based on mutual respect, consideration and open-mindedness

To use appropriate tools for monitoring and evaluating the effectiveness of the service.

Maintain appropriate standards of good practice in confidentiality in line with Tuntum's Confidentiality and Data Protection Policy.

Prepare empty rooms for occupancy

Create a positive atmosphere.

Teamwork

To work in close liaison with the Senior Sheltered Housing Officer, including attendance at relevant meetings and training events.

To contribute openly and positively in team forums.

To be committed to self, team and service development and to work with the team to actively improve customer services.

To participate and contribute positively to the process of supervision and performance appraisal.

To assist and support other team members and work with others to solve problems

To participate in training in order to develop the skills necessary to provide the best service and to improve and maintain knowledge and skills.

To be able to attend some team meetings, supervisions and training days in daytime hours.

Community Liaison

To develop and maintain good relationships with tenants and their families and friends as well as the local community

To be a point of contact for the local community, emergency services etc

Respond appropriately to concerns and issues raised by members of the public/ local community.

To foster good relationships with Neighbourhood Officers, Local Beat Officers etc, to ensure support can be summoned quickly if the need arises.

Equal Opportunities

Ensure the effective implementation and adherence to Tuntum's Equality and Diversity Policy.

To observe and comply with Tuntum's Professional Boundaries policy.

To report immediately any incidence, suspicion or sign of physical or verbal abuse, neglect or harm of a service user. Refer to Adult and Children Safeguarding Policy for further information. Also refer to Whistle-blowing policy where appropriate.

General Responsibilities

- Ensure good time management at all times
- Assist and cover for colleagues when absent
- Communicate effectively with all employees
- Make viable recommendations to improve service and job performance
- Adhere to the organisations policies and procedures
- To follow team procedures
- Ensure the working environment is tidy at all times
- To maintain Health & Safety standards
- Be aware of and follow the Fire Procedures
- Be aware of risks posed by lone working
- Be willing to attend working parties/consultative groups
- Complete any other duty delegated by your line manager
- Comply with General Data Protection Regulations (GDPR)

DISCLAIMER

This job description is current as at March 2019. It details the major aspects associated with the post. It is not intended to cover every single feature of the role in minute detail. The successful applicant should be aware that the nature of our jobs and roles develops over time and that in your day-to-day work you are expected to undertake any reasonable duty as requested by your line manager, or in their absence, a senior officer of the Association.

Over time, if you consider that your role is significantly different to that which is outlined in this document; you are encouraged to discuss this with your line manager and agree a revised job description.

Person Specification – NIGHT CONCIERGE

Some experience of working with vulnerable/vulnerably housed people in a residential setting.

An understanding of and experience of dealing with the issues facing homeless people,

Experience of working with vulnerable young people and being able to provide a relevant and appropriate service.

Good listening skills, including the ability to enable people to feel comfortable with expressing their individual needs.

Excellent Communication skills including:

- The ability to communicate assertively and sensitively with people who are vulnerable / disadvantaged and have experienced difficulty.
- The ability to communicate clearly and effectively with colleagues.
- The ability to establish contacts and communicate clearly, appropriately and effectively with internal and external colleagues and other relevant Agencies and Professionals.
- Excellent numeracy and literacy skills.
- Good listening skills, including the ability to enable people to feel comfortable with expressing their individual needs.

Good IT skills.

- Ability to work unsupervised
- Ability to work with people whose behaviour may be challenging
- Ability to manage stressful situations and diffuse conflict
- An understanding of child protection / safeguarding issues.
- Experience and ability to work on own initiative
- Ability to work waking nightshifts on a rota basis

Understanding of Equal Opportunities and a commitment to work in an anti-discriminatory way at all times and promote racial harmony.

The ability to contribute to effective team working.

The ability to positively adapt to change and respond to changing priorities.

The ability to work autonomously with good time management skills

Ability to manage own workload and work flexibly.

Reliability, highly self motivated, excellent at working to deadlines.