



Role	Twilight Welfare Officer	Department	Housing & Accommodation
Reports to	Accommodation Manager	Contract Type	Contracted Hourly

Job Summary

Twilight Welfare Officers are essential in the seamless link between the teams working day and night shifts within the organisation. With the adaptability to assist and encourage residents in maintaining their accommodation agreements and forging healthy relationships with everyone accessing our service, you will be an integral part of the accommodation provision. This pro-active role will work cohesively with the Housing Team, providing extended support after hours for those individuals who need to access our accommodation through emergency referrals, welcoming and inducting new residents into our facility.

Key Responsibilities

Service Provision	<ul style="list-style-type: none"> • Provide ongoing support to residents from their arrival through to departure within the service. • Assist with residential activities, sessions, weekend breakfasts and developmental opportunities. • Attendance at shift handover providing robust updates briefing colleagues of any changes.
Environment	<ul style="list-style-type: none"> • Ensure all accommodation areas and clusters are maintained to the highest hygiene levels. • Carry out routine welfare, room and communal area checks ensuring buildings are safe and secure. • Provide ongoing assessments of noise and internal disruptions when they occur.
Support	<ul style="list-style-type: none"> • Address any behavioural issues where necessary, supporting colleagues and residents alike. • Use restorative practice techniques to resolve conflict with residents and their peers. • Give guidance to residents enabling them to maintain healthy relationships with their peers.
Systems & Data Recording	<ul style="list-style-type: none"> • Carry out resident checks updating accurate support records and documentation. • Use Internal IT Systems effectively including Inform, Outlook, Epos Till systems. • Control the out of hours access to building for residents, staff and contractors. • Monitor CCTV systems of each accommodation site taking appropriate action immediately.
Teamwork & Collaboration	<ul style="list-style-type: none"> • Ability to work collaboratively with multi agency teams. • Adaptability to work to a fluid rota, operating to the needs of the individuals accessing our service.
Working Pattern	<ul style="list-style-type: none"> • Fully flexible to meet the needs of the business (Shifts will include days, early evenings and weekends.)

Residential and Housing Support.

Accountabilities

Education and Qualifications

- Level 2 Health and Social Care (or equivalent.)
- Safeguarding Adults Level 2
- Mental Health Awareness and Diveristy & Inclusion

Skills and Competencies

- Excellent Communication and Interpersonal Skills.
- Experience in working with vulnarable people.
- Ability to work flexibly to the needs of the organisation.

Accountabilities

Communication & Relationships

- Promote positive service delivery for external and internal users, aligning to the ethos of the YMCA.
- Ensure professional administration of all aspects of work are undertaken in a timely manner.
- Ongoing communications with department managers and leads when required.
- Promote an open and inclusive working style.

Information Services

- Use internal YMCA Humber Information Technology systems to support day to day delivery of your role.
- Maintain accurate records and data on organisational databases.
- Ensure Mandatory GDPR Training requirements are met on an annual basis.
- Where role requires, access and implement online external sites so as to process different admin requirements.

Training & Development

- Attend regular one to one reviews, team meetings and reflective practice sessions with your Line Manager.
- Undertake mandatory training courses in line with YMCA Humber requirements.
- Undertake job specific training which will enable you to carry out your role and enhance your skills.
- Take an active lead in personal development activities to enable you to develop within your role.

Policies & Strategies

- Ensure your working practice complies with all YMCA Humber policies and procedures.
- Ensure you have read and consented to all mandatory policies during your probationary period.
- Have sight of online policies aligned directly to your role, including Fire Safety, Risk and GDPR Awareness.
- Awareness of the current Values and Strategies of the organisation.

Planning & Organisation

- Ability to plan own work schedule to support departmental targets.
- Flexibility to make decisions and contingencies to ensure effective completion of assigned tasks.
- Ability to work within the remit of the daily timetable and ensure day to day workload is completed.
- Ability to adjust methods and plans based on business needs.

Safeguarding & Confidentiality

- Ensure effective safeguarding process are on place are adhered to at all times.
- Highlight any potential safeguarding issues, actioning where appropriate.
- Undertake full Safeguarding Training in Adults and Children's Services in line with organisational need.
- Ensure data is confidential and processed in accordance with the General Data Protection Regulations 2018.

Conduct & Behaviour

- Conduct yourself in line with the general standards of conduct and behaviour.
- Have awareness of risk, health & safety at work and data protection requirements.
- Embrace the cultural diversity and beliefs of colleagues and service users.
- Operate in a professional and inclusive way through all aspects of your role.

Other Requirements

- Flexibility to work across multiple locations across the Humber Region to meet the needs of the organisation.
- Undertake any other duties as may, from time to time, be required which are commensurate with the post.
- A willingness to work to a variety of hours including evenings, weekends and bank holidays.
- Commitment to the YMCA Humber Vision, Values and Christian Ethos.



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Here for communities
Here for you

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