

Freedom to act and decision making and analytical skills	<ul style="list-style-type: none"> • The Night Concierge will work under the guidance of the Head of Operations. • The post holder only has the authority to act in line with the policies and procedures set out by the Association. • Judgements involving facts or situations, some of which require analysis and problem solving.
Safeguarding and confidentiality	<ul style="list-style-type: none"> • Ensuring any potential safeguarding issues are highlighted, actioned and/or reported as soon as possible. • Ensure all client information remains confidential and is processed in accordance with the General Data Protection Regulations 2018.
Emotional effort	<p>Due to the nature of the residents, this role requires some emotional effort and resilience as it involves dealing with immediate and longer-term needs of the residents.</p> <p>Most of the role is carried out whilst residents are in their rooms, however there may on occasions be a requirement to assist highly vulnerable individuals.</p>
Other requirements	<ul style="list-style-type: none"> • Undertake any other duties as may from time to time be required which are commensurate with the post. • Conduct yourself in line with the general standards of conduct and behaviour which include awareness of risk, health and safety at work, data protection and embracing the cultural diversity of all colleagues and customers. • A willingness to work to a variety of shifts within a rota system. • Commitment to the YMCA Humber vision, values and Christian ethos.

Experience and Qualifications required for the role.

<u>Minimum Qualifications</u>	<u>Experience</u>
<ul style="list-style-type: none"> • Educated to GCSE Level, IT Skills. PC Literate. • Level 2 in Mental Health Awareness. 	<ul style="list-style-type: none"> • Experience in a similar role. • A fully enhanced DBS is required for this role. • Evidence of previous work in a voluntary role.