







<b>Freedom to act and decision making and analytical skills</b>	<p>The officer will work under the guidance of the Accommodation Manager. Although the postholder works within a 24/7 rota there is always an immediate escalation to the on-call manager who will provide advice or instruction for any required decisions.</p> <p>Act in accordance with the policies and procedures which apply to this post and understand the reasons for doing so. Deal confidently with day-to-day problems without referring to others.</p>
<b>Safeguarding and confidentiality</b>	<p>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.</p>
<b>Emotional effort</b>	<p>Due to the nature of the residents, this role may first point of contact for the residents who have varied and complex needs. The post holder has no requirement to deal with issues but may need to locate an appropriate member of staff to deal with any immediate issues.</p>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Flexibility to work across multiple locations as we introduce similar projects in the Humber region.</li> <li>• To undertake relevant training and development opportunities as identified and agreed.</li> <li>• Undertake any other duties as may from time to time be required which are commensurate with the post.</li> <li>• Undertake any other duties as may from time to time be required which are commensurate with the post.</li> <li>• 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.</li> <li>• A willingness to work to a variety of shifts.</li> <li>• Commitment to the YMCA Humber vision, values and Christian ethos.</li> </ul>

Experience and Qualifications required for the role.

Minimum Qualifications	Experience
<p>Recognised qualification in social care, counselling or experience working in homelessness, housing, welfare or social services.</p> <p>or</p> <p>Significant evidence of personal development in relevant area</p>	<p>Experience of working in a similar challenging and changing environment, being adaptable and resilient.</p> <p>Experience of working in homelessness, housing, welfare, or social services.</p>

A fully enhanced DBS disclosure is essential for this role.