

<b>Job Title</b>	<p><b>Twilight Welfare Officer</b> (Twilight working hours to include rota weekends)</p>
<b>Location</b>	<p>This role will be based at 21 Freeman Street and across our hostels/supported living properties within the Humber region. There may be a requirement to travel between all YMCA Humber locations and partners.</p>
<b>Job Purpose Statement</b>	<p>This role, reporting to the Accommodation Manager, is to ensure our residents can manage their accommodation and that their welfare and wellbeing needs are met. You will actively assist and encourage our residents to maintain and adhere to their accommodation agreement and manage behavioural and personal risks.</p> <p><u>This will include, but is not limited to:</u></p> <ul style="list-style-type: none"> <li>• Interviewing prospective emergency, collecting references and other vital information.</li> <li>• Welcoming and inducting new residents and familiarising them with our accommodation and facilities.</li> <li>• Assisting with resident breakfasts on weekend shifts.</li> <li>• Supporting residents to maintain healthy relationships within our accommodation with fellow residents and staff.</li> <li>• Maintaining good personal hygiene and cleanliness of accommodation.</li> <li>• Ensuring cluster shared spaces are maintained in a clean and tidy condition.</li> <li>• Addressing behavioural issues (e.g., substance misuse, aggression, offending where necessary).</li> <li>• Carrying out routine welfare checks and room checks.</li> <li>• Challenging unacceptable behaviour and using restorative practice techniques to resolve conflict.</li> <li>• Ensuring accurate client support records and other necessary documentation is maintained.</li> <li>• Maintain contact with external partners and advocate for the resident where necessary, and calmly and efficiently deal with day-to-day issues and events that take place whilst on duty.</li> <li>• Contribute to the staff/resident community and organise and participate in engagement and leisure activities.</li> <li>• Ensuring wherever possible that residents are engaged in activities that make meaningful use of their time.</li> </ul> <p><u>Evening Requirements:</u></p> <ul style="list-style-type: none"> <li>• Ensure the welfare, safety and security of YMCA residents and buildings in the evening and at weekends.</li> <li>• Making security checks ensuring buildings are secure, noise and disruptions are kept to a minimum, and common areas and fire exits are kept free from obstructions.</li> <li>• Manage safe evacuation of the site in case of fire alarm activation.</li> <li>• Monitor the CCTV systems of various sites and take appropriate action around any suspicious activity, where necessary.</li> <li>• Control the out of hours access to the building by residents and contractors.</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide informal support or signposting to residents if needed, and hand over appropriate information to relevant day or night staff.</li> <li>• Carry out immediate risk assessments as required.</li> <li>• Respond appropriately to emergency incidents with the accommodation.</li> </ul>
<p><b>Internal Relationships</b></p>	<p>This role requires relationships across the association with key areas being:</p> <ul style="list-style-type: none"> <li>• <b>Residents.</b></li> <li>• <b>Accommodation Team Colleagues.</b></li> <li>• <b>Property Services Teams.</b></li> <li>• <b>On call Manager.</b></li> </ul>
<p><b>External Relationships</b></p>	<p>This role requires external relationships with partners to support the resident’s wellbeing with key contacts being:</p> <ul style="list-style-type: none"> <li>• <b>Statutory and voluntary support agencies.</b></li> <li>• <b>North-East Lincolnshire Council homelessness and social services.</b></li> <li>• <b>Other homeless charities inc: Salvation Army, Doorstep, Harbour Place.</b></li> </ul>
<p><b>Accountabilities</b></p>	<p><b>Communications and Relationships</b></p>
	<p><u>Under the guidance of the Accommodation Managers and in adherence with YMCA Humber policies and procedures:</u></p> <ul style="list-style-type: none"> <li>• Induct new residents into the accommodation’s policies, procedures and working practices.</li> <li>• Support residents to build on their strengths, provide practical support towards achieving outcomes highlighted in their support plan.</li> <li>• Be an advocate for residents with external agencies as required.</li> <li>• Attend shift handovers and provide appropriate information to ensure colleagues are fully briefed on key issues for next shift.</li> <li>• Work with residents to diffuse conflict situations.</li> </ul> <p><b>Financial</b></p> <ul style="list-style-type: none"> <li>• Use EPOS systems to take cash payments from residents for rent as required.</li> <li>• Be aware of safeguarding requirements in respect of financial exploitation of vulnerable residents and take appropriate action as necessary.</li> <li>• Ensure that YMCA financial policies and procedures are followed at all times.</li> </ul> <p><b>Information systems</b></p> <p>Use internal YMCA Humber IT systems to support day to day delivery of the role. Ensure all resident information is recorded accurately and appropriately on Harmonia or other systems – this will include information such as:</p> <ul style="list-style-type: none"> <li>• Logging welfare checks, interactions, and booking residents in/out of accommodation.</li> <li>• Details of resident conversations and engagement sessions.</li> <li>• Support residents to access external third-party database systems such as universal credit when and if requested.</li> <li>• Input into the work order systems to notify the property services team of building defects/repairs/cleaning issues identified by you or residents.</li> </ul>

	<p><b>HR and Training</b></p> <ul style="list-style-type: none"> <li>• There are no line management accountabilities for this role and attend regular 1;1's and team meetings with your line manager.</li> <li>• Undertake training to carry out role, enhance skills required to develop within role.</li> <li>• Take an active lead in personal development activities to enhance role performance.</li> </ul> <p><b>Policies and strategies</b></p> <p>Ensure your working practice complies with all YMCA policies and procedures. Policies that are specific to this role and their direct reports include:</p> <ul style="list-style-type: none"> <li>❖ Sharps and infectious control policy.</li> <li>❖ Behavior management &amp; Professional boundaries policy.</li> <li>❖ Resident drugs and alcohol policy.</li> <li>❖ Safeguarding policy &amp; Lone working policy.</li> <li>❖ Health and safety policy.</li> <li>❖ Rent relief policy.</li> </ul> <p>Provide feedback and input into YMCA Humber policies as requested by line manager.</p>
	<p><b>Planning and Organisation.</b></p> <p>Independently plan evening workload to ensure that the support needs of residents are met, whilst recognising that this may be disrupted whilst on shift if an immediate response is needed to resolve an issue onsite.</p>
<p><b>Freedom to act and decision making and analytical skills</b></p>	<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>
<p><b>Safeguarding and confidentiality</b></p>	<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>
<p><b>Emotional effort</b></p>	<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>
<p><b>Other requirements</b></p>	<ul style="list-style-type: none"> <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>Educated to GCSE Level with the ability to use IT systems and complete thorough written documentation.</p> <p>Ability to achieve a Level 2 qualification in areas covering Mental Health Awareness, Safeguarding and other Mandatory Practices.</p>	<p>Evidence of previous work (voluntary or paid) that will provide invaluable in the YMCA environment.</p> <p>Good sense and sound judgement in practical matters related to the role.</p> <p>The ability to work flexibly to the needs of the YMCA Humber requirements and the internal rota.</p>

A fully enhanced DBS disclosure is essential for this role.