



YMCA HUMBER

Night Welfare Officer Sessional Work

Belong. Contribute. Thrive

Night Welfare Officer

Sessional Work

Job Type :	Zero Hour : Sessional Work
Salary :	£13.95 per hour (plus £1.68 per hour rolled up annual leave)
Hours :	Working to an ad-hoc rota covering annual leave, absence & planned sessions.

The Night Welfare Officer in supported living plays a critical role in ensuring a safe, calm, and supportive environment for residents during overnight hours. Working in accommodation that supports individuals with complex needs, the concierge provides a reassuring presence, manages security and safety procedures, and supports the wellbeing of residents by responding to issues appropriately and in accordance with YMCA safeguarding and support protocols. This role requires emotional resilience, excellent interpersonal skills, and a calm, measured approach to challenging situations.

About the Role

Working through the night, you will be a visible and approachable presence within the accommodation. You will provide low-level support and reassurance to residents, responding to queries, concerns and welfare needs in a calm, professional and respectful manner.

You will be responsible for carrying out regular welfare, room, communal area and security checks, ensuring the building remains safe, secure and well maintained throughout the night; whilst, monitoring the building for noise, disruption or other concerns, taking appropriate action when required, so as to maintain a peaceful and positive environment for all residents.

Resident Welfare and Support

A key part of this role will be building positive relationships with residents, recognising when someone may require additional support; and with the skills to respond to behavioural concerns, disagreements or conflict you will have the ability, where appropriate, to use restorative practice techniques to help residents resolve issues constructively.

Throughout your shift you will need to remain alert to any changes in residents' behaviour and have the confidence to escalate concerns appropriately in line with relevant procedures.

Safety and Security.

You will help ensure the accommodation remains secure throughout the night by:

- Carrying out regular security and welfare checks.
- Monitoring CCTV systems and responding promptly to concerns.
- Managing out-of-hours access for residents, staff and contractors.
- Checking communal areas and accommodation spaces.
- Monitoring noise and internal disruptions.
- Reporting and escalating incidents appropriately.
- Responding to emergencies in accordance with established procedures.

You will also ensure that all relevant information is accurately recorded so that colleagues coming onto the next shift have a clear understanding of what has happened overnight.

Systems and Recording

Accurate record keeping is an important part of the role. You will use internal IT systems, including Inform, WhatSpot and Paxton, to record relevant information, complete reports and support effective communication between shifts.

You will attend shift handovers and provide clear and concise updates to colleagues, ensuring important welfare, safeguarding, security and maintenance information is communicated effectively. Where required, you may also assist with preparing rooms and communal areas for meetings or events using WhatSpot.

Teamwork and Collaboration

Although you will be working predominantly overnight, you will remain an important part of the wider accommodation team. You will work collaboratively with colleagues and multi-agency partners, sharing relevant information and contributing to a consistent approach to resident support. The role requires flexibility, reliability and the ability to work independently while knowing when to seek support or escalate concerns.

Qualifications

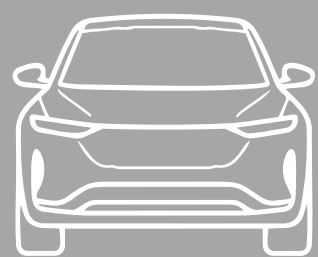
- Safeguarding Vulnerable Adults Level 2 (or higher)
- Equality, Diversity and Inclusion

Experience

- Working with vulnerable adults in housing or supported accommodation setting.
- Experience in social care, mental health, or community support services.

As an inclusive and supportive employer, YMCA Humber values a wide range of skills, experience, and learning backgrounds. We will take time to carefully consider all relevant practical experience in building maintenance, repairs, and facilities support, and we recognise that valuable expertise is often gained through hands-on, work-based experience as well as formal qualifications.

YMCA HUMBER *Benefits that support you*



Free Parking



Access to
Onsite Gym



Wellbeing Support
Sessions



Staff Uniform
Provision



Real Living Wage
Employer



Onsite
Training Support



Tickets For Good
Account



Blue Light Card
Discount

Time to Apply and Make a Difference

At YMCA Humber, we are committed to creating supportive, inclusive, and empowering environments where individuals and communities can thrive.

We welcome applications from people who are passionate about making a positive difference, value teamwork and respect, and are committed to delivering high-quality support and services.

Whether you are experienced in the sector or looking to develop your career within a values-driven organisation, we encourage you to apply and become part of a team dedicated to supporting people to reach their full potential

Applying for a role with YMCA Humber could not be simpler.

Read the job pack carefully to make sure the role is right for you.

Submit your CV and Covering Letter before the closing date to :

Ceinwen Fews : People and Policy Manager

e-mail : ceinwen.fews@ymca-humber.com

phone : 01472 403020 ext 550

Equality, Diversity and Inclusion Statement

Individuals with different cultures, perspectives and experiences are at the heart of the what YMCA Humber operates, and whilst our core values of 'protect, trust, hope and persevere' are based upon Christian principles, our desire and aim is to recruit, develop and retain the most talented people, irrespective of background, making best use of their talents.

YMCA Humber is committed to building inclusive, resilient communities.

We welcome applications from all backgrounds and life experiences.