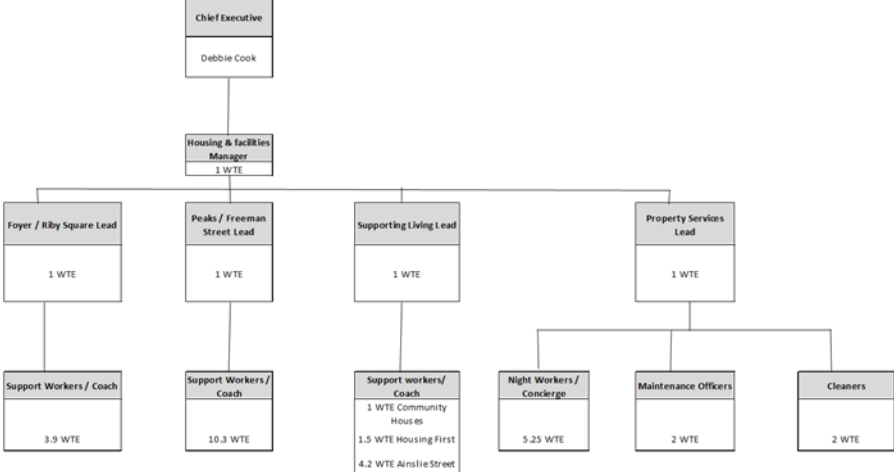


Job Title	Night Concierge
Location	This role will be based at one of our hostels within the Humber region. There may be a requirement to travel between all YMCA Humber locations.
Job Purpose Statement	<p>This role, reporting to the Property Service Lead, has the scope of –</p> <ul style="list-style-type: none"> -Ensuring the welfare, safety and security of our residents and buildings overnight. -Making regular security checks ensuring buildings are secure, noise and disruption are kept to a minimum, and common areas and fire exits are kept free from obstructions. -Manage safe evacuation of the site in case of a fire alarm where necessary. -Administer basic first aid if required. -Monitoring CCTV of various sites and take appropriate action around any suspicious activity as necessary. -Control 'out of hours' access to buildings by residents. -Provide informal support or signposting to residents if needed, and hand over appropriate information to relevant daytime staff. -Carry out immediate risk assessments as required . -Ensuring that designated areas are clean, secure and safe. Carry out preparation for following days breakfasts, activities, setting up rooms for meetings/events etc., within the designated hostel. -Respond appropriately to emergency incidents within the accommodation.
Structure	 <pre> graph TD CE[Chief Executive] --> DC[Debbie Cook] DC --> HFM[Housing & facilities Manager 1 WTE] HFM --> FRS[Foyer / RBy Square Lead 1 WTE] HFM --> PFS[Peaks / Freeman Street Lead 1 WTE] HFM --> SLL[Supporting Living Lead 1 WTE] HFM --> PSL[Property Services Lead 1 WTE] FRS --> SWC1[Support Workers / Coach 3.9 WTE] PFS --> SWC2[Support Workers / Coach 10.3 WTE] SLL --> SWC3[Support workers / Coach 1 WTE Community Houses 1.5 WTE Housing First 4.2 WTE Ainslie Street] PSL --> NWC[Night Workers / Concierge 5.25 WTE] PSL --> MO[Maintenance Officers 2 WTE] PSL --> CL[Cleaners 2 WTE] </pre>
Internal Relationships	<p>This role requires relationships across the Association with key areas being –</p> <ul style="list-style-type: none"> - Residents - Accommodation teams - Property services team - On call Manager
External Relationships	<p>This role requires external relationships with partners to support the resident's well-being. This will include</p> <ul style="list-style-type: none"> - Emergency services - Out of hours service providers, eg mental health support, NHS 111, 999 emergency services

	- Communities/neighbours in the areas in which we operate
Accountabilities	Communications and Relationships
	Under the guidance of the Property Services Lead and Associations relevant policies - -Provide informal support to residents if needed throughout the shift and ensure details of any help, support and guidance given is passed over to appropriate coach / lead. - Support evening engagement activities, if appropriate. - Attend shift handovers and provide appropriate information to ensure colleagues are fully briefed on key issues for next shift.
	Financial
	- Ensure that YMCA financial policies and procedures are followed at all times. -In exceptional circumstances use EPOS systems to take cash payments from residents for items such as meals, electricity payments, rent etc. as required
	Information systems
	-Use internal YMCA Humber Association IT systems to support day to day delivery of the role -Ensure all resident information is recorded accurately and appropriately on Harmonia – this will include information such as – - logging of welfare checks - Booking residents in/out of accommodation - details of resident conversations and referrals to external agencies - details of any incidents, suspicious activity, unauthorised persons on site. - Input into the work order systems to notify the property services team of significant issues relating to the maintenance and upkeep of the accommodation.
	HR and Training
	- Attend regular 1;1's, team meeting, reflective practice sessions and supervision with your line manager - Undertake training to carry out role and enhance skills required to develop within role. -Take an active lead in personal development activities to enhance role performance
	Policies and strategies
	-Ensure your working practice complies to all the Associations policies and procedures. Policies that are specific to this role and their direct reports include – - Sharps and infectious control policy - Behavior management policy - Professional boundaries policy - Resident drugs and alcohol policy - Safeguarding policy - Lone working policy - Health and safety policy -Provide input into YMCA Humber policies as requested by line manager.
	Planning and Organisation
	- Independently plan shift workload to ensure immediate needs of all residents are met and building is prepared for the next day's activities as necessary. While on shift this may include immediate response to incidents as they occur.

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 Property Services Lead. 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. - Judgements involving straightforward job-related facts or situations -The post holder has the authority to act in line with the policies and procedures set out by the Association.
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	<ul style="list-style-type: none"> -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. 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.
Other requirements	<ul style="list-style-type: none"> -Flexibility to work across multiple locations as we introduce similar projects in the Humber region -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 including unsociable hours. -Commitment to the YMCA Humber vision, values and Christian ethos

Experience and Qualifications required for the role

<u>Minimum Qualifications</u>	<u>Experience</u>
<p>Educated to GCSE level with the ability to use IT equipment and complete written documentation.</p> <p>Ability to achieve L2 qualifications in areas such as Mental Health Awareness, safeguarding etc.</p>	<p>Evidence of previous work / voluntary or life experiences that will provide valuable in the environment</p>