

JOB DESCRIPTION

| | |
|------------------------------|------------------------------|
| Job Title: | Night Concierge |
| Service / Department: | FreshStart, St Austell |
| Reports To: | Service Manager |
| Responsible For: | N/A |
| DBS Check: | Enhanced with Adults Barring |

Job Purpose:

At Salvation Army Homes we are dedicated to providing comprehensive, good quality housing services, support and resettlement for vulnerable adults.

The Waking Night Concierge will provide an overnight site presence in the Service, ensuring the safety and wellbeing of residents and the security of the building.

Main Duties and Responsibilities:

- To maintain the safety of residents and the security of the building by being an overnight lone working, waking night with staff member on call and as first point of contact.
- To ensure the building remains secure at night by supervising all people entering and exiting the building.
- To respond to CCTV and undertake building checks at regular intervals recording and / or taking suitable action on all findings.
- To engage with residents living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach.
- To support clients that may be in distress and call the appropriate assistance.
- To liaise with additional support services that may be required.
- To clean and maintain communal areas,
- Carry out nightly health and safety checks of building and grounds.
- To input data and keep accurate records, eg inventories
- To encourage residents to follow tenancy conditions and house rules
- To manage any anti social behaviour that may occur by maintaining good order and reporting risks that have an effect on good order.
- To be consciously aware of and use Salvation Army Homes safeguarding and health and safety rules, dealing with and / or reporting issues in accordance with local requirements
- To contact the emergency services when deemed appropriate and in an emergency situation.
- Maintain a full and accurate log of events relating to safety and security during each shift.
- To ensure that any accommodation that is due for relet is cleaned and in a lettable condition.
- To prevent/respond to any ASB issues and deal with any neighbour complaints in the appropriate manner.
- This is a night concierge position averaging 36.75 hours per week, covering 7 nights each shift is 10.5 hours, this is 7 nights on 7 nights off running over 52 weeks of the year.

Related Activities:

- Participate in essential training, role related training and to work in accordance with relevant Salvation Army Homes regulations including, for example the Code of Conduct, Equality, Diversity and Inclusion, Safeguarding, Health and Safety and Information Security.
- Fulfil the role by being adaptable and flexible to the overall activity that is necessary to be successful and effective.
- Fully align with Salvation Army Homes values and behaviours and to adopt an 'advantaged thinking' perspective through language, conduct and behaviour.
- Engage with your colleagues and to maintain and contribute to a positive staff culture.

PERSON SPECIFICATION

Qualifications and Memberships:

Though not essential, the following membership / qualifications or equivalent level experience would be beneficial in this role:

- N/A

Aptitudes and Abilities:

- Demonstrable empathy with the client group
- Strong interpersonal and communication skills
- Ability to use a computer to eg type up a simple security / incident event log
- Good understanding of or willing to learn management of anti-social behaviour and helping with property allocations
- An understanding of health and safety and risk assessments
- Good time management skills and able to manage workload appropriately
- Able to work night shift on a rota basis

Experience and Interests:

- Experience of, knowledge of or willing to work with vulnerable adults
- Capacity to deal successfully with difficult and complex situations
- Be aware of the challenges facing vulnerable adults and the difficulties that these can present in a supported housing environment
- Experience preferable in a general needs or supported housing setting

Values and Behaviours:

To be successful in this job you need to be fully aligned with our values and behaviours, along with working as part of #OneTeam, helping Salvation Army Homes achieve our mission. Our values and behaviours mean a lot to us. They help define how we should all work, what we're here for and this helps us to stand out from other providers and employers.

| | | |
|----------|---|---|
| S | Servant Leadership — we help people thrive | Have we given our audience everything they need to succeed in their next step? |
| P | Passion — we love our work | Have we spoken boldly and with confidence? Have we spoken out rather than stayed silent? |
| I | Inclusion — this is a team effort | Have we kept our communication simple and to the point? Have we used clear, accessible English? |
| R | Respect — we show respect for all | Have we given our audience credit for their intelligence? Have we advocated for our residents? |
| E | Empowerment — we have trust | Have we given the right context to our message? Has our communication been story-driven? |