**Job Title:** Night Concierge Worker - Supported Accommodation

Current Salary £18,699.20 per annum

21.00-08.00\* rota 7 night on 7 night off

Please note this role may include working Bank and Public holidays.

#### Responsible to: Operations Manager

**Responsible for:** None

**Job Purpose:** To maintain and protect the safety and security of the premises and service users throughout the night.

**Organisation Context**

YMCA Worcestershire is a Christian charity committed to supporting all young people, particularly in times of need. We are part of a worldwide Christian Movement, our local vision is to enable people to live, learn and share to build a brighter future in mind, body and spirit. We are a registered social landlord providing housing and supported services to young people and a range of community and other services at a variety of locations.

**Duties and Responsibilities**

1. Carry out regular patrols of the building throughout the night, reporting issues relating to the security, welfare and safety of residents to Housing Project Workers.
2. Act as first point of call when dealing with emergencies e.g. fire, medical, police etc. and manage these emergencies – for example, liaising with the police and other agencies.
3. Monitor CCTV throughout the building and reporting any faults
4. Ensure all visitors obey rules and procedures throughout the building.
5. Report breaches of security and, where necessary, contacting approved contractors or on-call maintenance to deal with emergency repairs to maintain the safety of the building.
6. Conduct routine checks on fire and emergency systems and keeping a record of such checks.
7. Undertake reception duties in the absence of the Receptionist including answering telephone calls, transferring callers, handling cash and taking bookings
8. Operate within YMCA Worcestershire’s aims and purposes and to have respect for the Christian ethos of the Association/movements values and a readiness to uphold them
9. Operate within YMCA Worcestershire’s policies and procedures; Equality, Diversity & Involvement, Safeguarding & Protection, Service Quality & Provision, Health & Safety, Data & Information Confidentiality, The Environment and Finance & Accounting.
10. Recognise the importance of our responsibility and our duty of care to safeguard the welfare of and to protect al young people and vulnerable adults with whom we work.

**Person Specification/Key Competencies**

**Experience - Essential**

* Experience of a security role
* Experience of dealing with difficult situations and responding appropriately

**Experience – Desirable**

* Demonstrable experience of working in a security or supported living setting
* Experience of handling confidential information.
* Experience of working with clients who experience mental health difficulties

**Skills/Abilities - Essential**

* Ability to work with clients of all ages
* Ability to multi task and work under pressure
* Ability to work with minimal supervision
* Excellent communication skills
* An understanding of health and safety, risk assessments and responsibilities.
* Ability to deal with conflict
* Physically able to deal quickly with emergencies and other issues relating to chaotic and vulnerable residents
* Basic IT skills

**Qualifications – Desirable**

* Security qualification
* First Aid certificate/qualification (or willingness to obtain this)