

## Job Description

<b>Job Title:</b>	<b>Night Duty Officer</b>
<b>Department:</b>	<b>Housing</b>
<b>Responsible to:</b>	<b>Lead Tenancy Sustainment Officer</b>
<b>Location:</b>	<b>Goole Supported Accommodation</b>
<b>Hours:</b>	<b>Part time - 30 hours per week on a 3-week shift pattern to include evenings and nights through the week and weekends with rest days built in</b>
<b>Pay:</b>	<b>£9.88 p/h or £15,472.08</b>

### Job Purpose

- To maintain and protect the safety and security of the premises.
- To control access to the premises and provide a security concierge service to residents (aged 16-25), building users, staff and other visitors in a professional, friendly manner.
- To provide low level advice, practical and emotional support to the hostel and transitional house residents to supplement the work of the Tenancy Support Officers.
- To undertake administrative, reception and cleaning duties
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

### Principal Responsibilities

1. Maintaining a visible presence in and around the hostel.
2. Patrolling the entire premises (internally and externally) on a regular basis including checking to ensure the integrity of all our buildings is maintained.
3. Providing assistance in the completion of facilities checks and audits.
4. Providing a professional, secure, friendly front of house access and reception service.
5. Establish and maintain positive working relationships with the residents, the staff team and external partner organizations.
6. Being a first point of call when dealing with incidents, including emergencies, e.g. fire, medical, police etc. and to manage such emergencies and incidents appropriately including liaising with the police and other agencies to prevent damage to the premises and for the safety and wellbeing of the residents.
7. Ensuring that the people in our accommodation understand their obligations, rights and responsibilities as outlined in the License Agreement and that the residents and their visitors comply with the House Rules.
8. Liaising with colleagues concerning breaches of the tenancy agreement and help seek resolutions.

9. Completing statutory forms, maintaining statistics and writing reports as required.
10. Dealing with anti-social behaviour issues and incidents between residents. Use de-escalation skills to reduce tension and remove potential flashpoints. Issue verbal and written warnings if required.
11. Carry out domestic duties including cleaning stairs, offices, communal areas and toilets.
12. Maintaining manual and computerized records and monitoring CCTV screens.
13. Reporting breaches of security and damage to the fabric of the building to the appropriate authority/agency and calling "Approved" contractors out to deal with emergency repairs to maintain the security and safety of the building as required.
14. Conducting routine checks on fire and other emergency systems and maintaining written records of all checks in partnership with the Maintenance team
15. Reporting issues relating to the personal security, welfare and safety of resident members to the appropriate staff.
16. Answering telephone calls, transferring callers and taking messages as required.
17. Dealing with queries or charges relating to rent payments and handling cash (processing charges, rents etc.) as required.
18. Assisting the Tenancy Sustainment Officers in managing rent arrears cases. This includes checking rent payments against agreed Arrears Payment Schedules and ensuring that all resident records are accurate and up to date.
19. Assisting the day staff in maintaining accurate records of rent payments.
20. Providing advice and assistance on basic life skills to residents.
21. To prepare and complete detailed handover notes at shift changes.
22. Attending training sessions as required; this may involve some travel to Nottingham.

## **Responsibilities of all YMCA staff, casual workers and managers**

### **1 Ambassador for the YMCA**

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

### **2 Other Duties**

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

### **3 Discretion to Act**

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive directly or through an appropriate manager.

**4 Relationships and Confidentiality**

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

**5 Association Ethos**

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

**6 Health and Safety**

To adhere to the Association's Health and Safety policies at all times.

**Line Management Responsibility:**

No direct line management but the post holder will be expected to supervise trainees, volunteers, temporary workers and work experience placements as required.



## PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A” in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

### Job Title: Night Duty Officer - Goole

<b>Area</b>	<b>Criteria</b>	<b>How Assessed*</b>
<b>Experience</b>	1.1 Experience of security and / or concierge work including in lone working situations (desirable)	A, I
	1.2 Experience of working in a customer care role	A, I
	1.3 Experience of dealing with difficult situations and handling conflict appropriately using de-escalation skills	A, I
	1.4 Experience of working in a supported housing / supported living environment and working with 16 – 25 year olds and / or vulnerable adults (desirable)	A, I
	1.5 Experience of handling confidential information in line with GDPR requirements	A, I
<b>Knowledge</b>	2.1 Understanding of the needs of young people (aged 16 – 25) who may have drug, alcohol and other issues	A, I
	2.2 Understanding of safeguarding policies and procedures	A, I
<b>Education/ Training / Qualifications</b>	3.1 Good literacy, numeracy and IT skills	A, I
	3.2 To be trained in or have the ability to deal professionally and effectively with anti-social or disturbing behaviour, or hold equivalent training qualifications.(desirable)	A, D
	3.3 First Aid Qualified (Training to be provided if not registered)	A, D
<b>Skills &amp; Abilities</b>	4.1 Ability to work with minimal supervision, use initiative, work alone and work as part of a team	A, I

	4.2 Ability to patrol the building regularly and respond quickly and effectively to emergencies	A, I
	4.3 Ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively	A, I
	4.4 Excellent communication skills	A, I
	4.5 Ability to multi-task using effective organisation and planning skills.	I
	4.6 Ability to work in a customer and quality focused manner	I
	4.7 Ability to complete and maintain accurate running records on electronic and paper based systems	A, I
	4.8 Ability to form and maintain appropriate professional boundaries	I
<b>Other work related requirements</b>	5.1 Ability to support the Christian core values of the Association	A, I
	5.2 Willingness to undergo a satisfactory enhanced DBS check and to register with the DBS Update Service <b>OR</b> hold a satisfactory enhanced DBS check for the correct workforce <u>plus</u> existing registration for the DBS Update Service	D
	5.3 Ability to understand the needs of people from diverse cultural, social and racial backgrounds	A, I
	5.4 Physically able to deal quickly and efficiently with emergencies and other issues with chaotic / vulnerable residents	A, I
	5.5 Flexible to work hours as and when required to cover the absence of staff etc sometimes at short notice	A, I
	5.6 To be smart and presentable	I
	5.7 Willing to travel to headquarters in Nottingham from time to time to attend events and training courses	I



**\*When Assessed** – (A) on Application form, (I) At Interview, (D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Robin Hood Group is committed to promoting diversity and practicing equality of opportunity

YMCA Robin Hood Group is committed to the protection of children and adults at risk

