

### **Job Description**

<b>Job Title:</b>	<b>Housing Night Concierge Plus</b>
Working location:	North Tyneside
Hours per week:	1 x 24 hours per week 1 x 18 hours per week
Salary:	£8 per hour
Hours of work:	Hours will be between 8pm and 8am. Includes evenings, weekends and bank holidays Flexible working is required to cover shifts when necessary
Reporting to:	Senior Housing Support Worker

### **Organisational Context**

YMCA North Tyneside is a large Voluntary Sector Organisation undertaking community programme work in areas of North Tyneside. The post holder will be based in YMCA North Tyneside's building on Church Way, North Shields and is part of the Housing team.

Over time YMCA North Tyneside has become recognised as a well established services delivery Voluntary Organisation in the area as well as playing an active role both sub-regionally and regionally.

The 3 core areas of the YMCA's business:-

- The Fitness Centre: which comprises a large fully equipped fitness area with cardiovascular and strength training equipment, changing facilities and a reception area.
- Supported Accommodation: which comprises 23 accommodation units which are let to young people.
- Youth Work: a variety of youth programmes that includes detached youth work, YMCA Music, Children's Art and Heritage.

### **Job Purpose**

- To communicate with young people effectively and professionally
- Being responsible for the security of the office, ensuring the hatch is locked securely when staff are not in
- To follow and complete a night worker's schedule including regular cleaning tasks
- To be enthusiastic and motivated to help young people learn and develop the skills to keep their flats in a good state of repair.
- To work alongside young people, helping them clean and tidy their flats
- To man the reception desk, take responsibility for answering the telephone, taking messages and communicating those messages to staff via e mail or the log book
- Sign visitors in and out, following the visitor Policy and Procedure
- Escorting the young people to the basement to access the laundry room
- Record conversations and interactions with young people
- Contact emergency services or on call management for support in emergency situations
- To communicate effectively and professionally with management and external agencies such as Social Services, Youth Offending Team, Community Rehabilitation Company, Probation Services, North Tyneside Council Housing Team, Mental Health Services, Substance Use Services, Job Centre, CAB and other Statutory, Community and Voluntary agencies
- Following and abiding by all policies and procedures (including Health and Safety, Fire Safety, Lone Working, Recording, Reporting of repairs, Professional Boundaries)
- To enforce house rules
- To collect and record service charges and other necessary payments
- To play a specified part in the void management process
- To tidy and clean flats with or without young people
- To carry out daily flat checks, following specific procedural paperwork
- To support day staff with outstanding tasks
- To work under the direction of the Senior Housing Support Worker and the Housing Services Manager to ensure the smooth day to day running of the accommodation

### **Person Specification**

#### **Essential**

#### **Abilities and Skills**

- Knowledge and working experience (or commitment to this specific working practices) of building positive relationships with young people
- A detailed understanding of professional boundaries and to demonstrate this understanding in practise, daily

- Confidence and ability to challenge behaviours and attitudes in a constructive and positive manner with young people who have a range of support needs
- Ability to support with clients with a range of support needs including, mental health and drug and alcohol issue
- Ability to motivate and encourage young people to carry out independent living skill tasks such as tidying, cooking and cleaning
- Ability to work enthusiastically while facing some resistance from young people when encouraging independent living skill tasks
- Knowledge and working experience (or commitment to this specific working practices) of developing and maintaining partnership relations
- An ability to plan, meet objectives and deadlines, make informed decisions and problem solve within a changing environment
- Ability to lone work and make dynamic risk assessments when required, concerning the building and young people
- Knowledge and working experience of effectively following Safeguarding Policies and Procedures
- Ability to work alone and disciplined to work to deadlines
- Good written and verbal skills communication skills and good administrative skills
- Computer literate (or willingness to learn basic IT skills and basic use of a software recording programme)

### **Personal**

- Commitment to working with young people to enable them to participate fully in the community
- Enthusiastic and positive attitude
- Keen to attend training and seek out appropriate and relevant training opportunities for your own professional development
- Resilient, highly motivated, pioneering and disciplined
- Flexible approach to hours of work
- Dynamic with an ability and willingness to appropriately develop the project to respond to changing needs
- Ability to be flexible and to adapt in order to meet the changing demands of a developing service
- Ability to work collaboratively and as part of a team
- Commitment to equal opportunities
- Sympathy with the aims and purposes of YMCA North Tyneside

### **Duties and responsibilities**

#### Environment (Lone Working)

- The position requires lone working. To ensure staff safety when lone working a soloprotect device is provided. This must be worn at all times and all procedural guidelines relevant to Soloprotect must be followed at all times

#### Programme

- To ensure that the needs of the young people are prioritised within programme development and delivery. The role will involve encouraging client participation across all levels of the support service.

#### Develop Positive Working Relationships

- To assist in the promotion of a positive image of the YMCA as a Christian organisation, committed to a holistic development of clients
- To develop professional, empowering and supportive relationships with clients

#### Monitoring

- To contribute to data collection for statistical returns & funding requirements. In addition, produce reports/written records on work as required by your line manager

#### Resources

- To ensure that any delegated financial budget and other non-financial resources are managed effectively

#### Personal

- To be an ambassador for the YMCA North Tyneside, help to promote it's ethos and raise a positive awareness of the work being undertaken
- To promote equal opportunities and diversity

#### Other Duties

- To carry out any other duties, commensurate with your existing level of responsibility, as may be appropriate in agreement with your line manager. This may include duties in other establishments within reasonable travelling distance of your place of work, subject to discussion and agreement

#### Reach and Impact

- To play a major part in promoting the YMCA North Tyneside image and achieving the appropriate strategic aims for the YMCA North Tyneside

#### Discretion to Act

- To perform your role within the YMCA North Tyneside strategic plan, policy framework and budget
- To share with your line manager ideas and agree procedures on major concerns and significant actions

#### Relationships

- The post holder will be required to initiate and maintain professional relationships with members of staff and external stakeholders.

#### **Salary:**

**Hours of work:**

**Paid Leave entitlement:** As per Terms and Conditions of Employment.

**Sick pay provision:** As per Terms and Conditions of Employment.

**Pension entitlement:** You will be auto enrolled as per the guidelines issued by the Pensions Regulator.

**Period of notice offered and required:** As per Terms and Conditions of Employment.

**Conditions of appointment:** Subject to satisfactory references, and criminal background check through the Disclosure & Barring Service.  
A requirement to training / events / courses deemed relevant and appropriate when post requires.

**In service training:** Time off for own in-service training in negotiation with Line Manager.

**Miscellaneous:** Outside paid employment must not take place within, overlap, or interfere with YMCA contracted hours.

This job description sets out the task requirements required of this post. Along with the Staff Handbook and the Terms of Appointment it forms the terms and conditions of employment within the Association.

It is recognised that the Association is involved in a dynamic environment and as such, job descriptions will be required to be periodically reviewed and amended, reflecting the changing nature of the job. Such reviews will be carried out in conjunction with the staff concerned and one month's notice given of any change in the job description.