

CONCIERGE – JOB PROFILE

Reference number:	Disclosure Level (DBS):	Project/Service/Location:
ADU1117995	Children and Adults Enhanced with barred	Buxton and High Peak
Reports to:	Responsible for:	Salary:
Team Leader / PSOM	None	£24,570.00 per annum

PURPOSE OF THE JOB

To provide a point of contact overnight and an onsite presence out of hours in our supported accommodation services ensuring the safety and security of the building and our tenants, residents and service users (TRS).

KEY RESULTS AREAS

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1	To be responsible for safeguarding young people out of hours by completing wellbeing checks, reporting concerns to relevant agencies and recording information on systems and in staff communication books. To maintain health and safety of the service property during out of hours, by reporting any concerns around building safety and repairs in accordance with policy and procedure.	Electronic recording systems, log books, H&S checklists, handovers
2	To promote compliance and adherence with license agreement and Behaviour Management policy ensuring services are managed in a consistent and safe way for all young people and neighbours.	Pyramid entries, incident reporting, stakeholder feedback
3	To be first contact for young people out of hours to signpost to appropriate support and act to manage or de-escalate incidents in a person centred way to meet the needs of and ensure safety of young people within the service in line with the Associations values.	Log book, incident reports, Pyramid entries, safeguarding, stakeholder feedback
4	To act as first point of contact for the on-call system ensuring clear and concise information is recorded and reported to the on call manager or on-call cover for the service, or emergency services (where appropriate) in accordance with policy and procedure	Policy and procedure, log books, handovers, pyramid, lone working device
5	To maintain the security and safety of our TRS and service by regularly monitoring CCTV and patrolling at regular intervals in accordance with work schedule, and policy and procedures.	Policy and procedure, log books, handovers, safeguarding, repairs, pyramid
6	To carry out light cleaning duties in the absence of cleaning staff to maintain the cleanliness, hygiene and orderly condition of the service and support the turnaround of voids in line with agreed specification and agreed timelines.	Ready to let check-list, Repairs reported, inventory log, Risk Assessment, RFT, policy & procedure, lone-working device
7	To accurately record activity throughout the shift enabling clear communication and handover to colleagues in line with policy and procedures.	RFT – data accuracy, OTIF – timeliness and completeness of records, policy and procedure, log-book, handover sheet

Know How (Depth and Breadth)

Job holder will have acquired knowledge through on the job experience and/or additional qualification.

Most work undertaken will be of routine nature requiring the job holder to follow established practices, procedure and policies. Where incidents arise then job-holder will be the first point of contact and will be required to respond to precedents for which there will be broad guidelines. There will be requirement for lone-working on-site out of hours. Planning horizon for this role will be day to day. The job holder will be required to display a degree of persuasiveness and assertiveness particularly during the handling of incidents.

Problem Solving (Thinking Environment and Decision Making)

The actions and decision undertaken by the Job holder will be determined by predominantly by established and routine practices and processes. Where work deviates from established practices e.g., safeguarding concerns or anti-social behaviour then the job holder will be the first responder and will be required to respond appropriately to address or diffuse situations, and to escalate to emergency services and on call manager (where required).

Accountability (Freedom to Act/Magnitude/Type of Impact)

The job-holder will act within established practices, processes, procedures. Where there is deviation from established practices, etc., the job-holder will refer to line management. The job holder is accountable for the work assigned to them. There is usually only one job of this type within the jobholders designated area of work.

The job holder has overall responsibility for the security of the building and TRS out of hours, but will escalate to on call or emergency service as appropriate.

The job holder will be required to operate CCTV, access and input into systems. Depending on work location the job holder may be required to support more than one site out of hours.

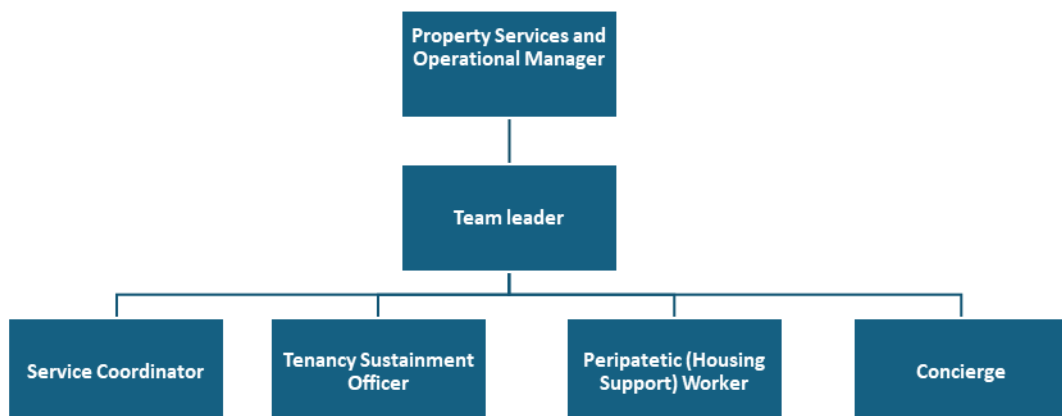
Physical Effort

The job holder will be required to undertake physical effort e.g., patrolling site

Work Environment

The job-holder will lone-work out of hours within a supported accommodation environment where tenants, residents and services users are vulnerable and have complex needs.

ROLE POSITION WITHN THE TEAM



The job holder will carry out any other duties that are deemed appropriate to the post.

Concierge

The responsibilities of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

We are all accountable for the Health & Safety of ourselves and others, put simply this includes you taking the time to complete all learning, understanding your role specific responsibilities, working with reasonable care and taking steps to report problems related to health and safety. Please sign up to the Association's health and safety rules – see Appendix 2.

APPENDIX 1

PERSON SPECIFICATION

Education/Qualifications/Knowledge	Essential/Desirable	Measurement
Basic standard of education	E	All will be evidenced by CV, letter, and at interview
Good verbal communication skills to be able to respond to staff and Tenants, Residents and Service Users (TRS) in a professional & responsible manner	E	
Car User and able to use car for work purposes	D	
Being physically capable to move around the building and provide waking cover overnight or at weekends	E	
Worked in support environment with vulnerable adults and young people	D	

Experience/Knowledge	Essential/Desirable	Measurement
Experience of remaining calm under pressure	E	All will be evidenced by CV, letter, and at interview
Experience of defusing difficult situations	E	
Experience of lone working	D	
Comfortable inputting into information into electronic data bases	D	

Values/Behaviours/Competencies	Essential/Desirable	Measurement
Willingness to work within our values framework and Christian ethos.	E	Letter of application/interview
Self-motivated and able to act on own initiative – seeing what need doing and acting upon it	E	interview
Good organisational & time management skills	E	interview
Flexible with ability to deal with unexpected events	E	Interview
Ability to work without immediate supervision	E	Interview
Punctual and reliable	E	Interview
Willingness to take relevant instruction and training	E	Interview
Resilient	D	Interview
Disclosure and Barring Service (DBS) Check: This role due to its nature, duties and responsibilities will be subject to a check by DBS. The level of check which will apply shall be an enhanced with Barred list (Children and Adult) check . Information about this disclosure can be found at www.gov.uk.db s.		

APPENDIX 2

HEALTH & SAFETY RULES

INTRODUCTION

The nature of our working environment does not permit us to write extensive rules governing every detail of health and safety at work. However, if you read, understand and follow these rules you will help to comply with your legal duty and contribute to the safe running of our workplace.

If you do not understand what is expected of you, or if you are unsure about our safety rules, speak your line manager as soon as possible.

All job-holders are required to agree and sign up to the Association's health and safety rules – please sign document in Section 2 below

SECTION 1:

GENERAL

- It is the duty of all staff to co-operate with management in fulfilling our legal obligations in relation to health and safety.
- Staff must not intentionally or recklessly interfere with any equipment or guidance provided in the interests of health, safety or welfare.
- It is the duty of all staff to report any dangerous work situation and any shortcomings in our safety arrangements so that we can take the necessary remedial action.
- Staff must become familiar with the contents of our Health and Safety Policy and Procedures and our Health and Safety Management System.

WORKPLACE

- Keep all access points free from obstruction, slipping and tripping hazards at all times.
- Never leave cables or bag handles trailing across floors unless absolutely necessary and then only if the appropriate warning sign is used.
- Keep your work area clean and tidy, regularly remove rubbish and waste materials.
- Clean up any spillage immediately. In the case of hazardous substances, refer to the health and safety data sheet and the specific risk assessment or report immediately to the site responsible person.
- Only use equipment that you have received training and instruction for, and which you are authorised to use.

FIRE SAFETY

- Read the fire notices displayed within the premises, make sure you know how to raise the alarm if you discover a fire and that you understand the evacuation procedure for your workplace.
- Do not prop open fire doors or tamper with firefighting equipment, such as extinguishers. Report any accidental use of firefighting equipment and damage to fire and exit doors.
- Smokers must only smoke in designated areas and dispose of smoking materials in a safe manner.

ACCIDENTS AND HEALTH

- All injuries, accidents and cases of ill health, including minor injuries, caused by or affecting your work must be reported to your line manager.
- Ensure the details of your accident and injury are recorded.
- Report all dangerous occurrences and “near miss” incidents.
- Report any medical condition you may have, or medication you are taking which could affect your ability to carry out your work safely.
- You must not work if you have taken any substance that could affect your ability to work safely.
- Report immediately any damage caused to property.
- If you see a situation which has the potential to cause an accident or injury, you must report it immediately.
- Co-operate with any incident or accident investigation.

HAZARDOUS SUBSTANCES

- Before you use any substance marked as hazardous, make sure that you have received training and information on its safe use and handling.
- Ensure that you always read and follow the instructions marked on containers prior to use.
- Do not transfer hazardous substances from one container to another.
- Return hazardous substances to any designated storage areas after use.
- Only dispose of waste hazardous substances as instructed. If you are unsure of what to do you must ask.
- Immediately notify your supervisor or manager of any spillage.
- If you have any concerns regarding the use of hazardous substances speak to your line manager or site responsible person.

SECTION 2

I understand my responsibilities and obligations under the Association’s Health and Safety Rules

Signed (employee)

Date