

Job Title: Relief Accommodation Night Worker

Responsible to: Accommodation Manager / Senior Accommodation Project Worker

Responsible for: The delivery of a high quality accommodation service overnight that reflects the highest standards of care and professional expertise. To be responsible for the safety and security of the building.

Job Purpose

To maintain a safe and secure environment overnight for residents and visitors to the building. To ensure that the designated centres are clean, secure, safe and do not contravene health & safety legislation

Main Tasks

- To maintain high standards of supervision in order to create a warm, caring and homely atmosphere
- To work within YMCA Trinity Group policies and procedures upholding the values and ethos of the organisation.
- To report incidents that occur, in accordance with the Association's policies and procedures
- To prevent disruptive behaviour and excessive noise levels, whilst ensuring the safety of residents and other staff, and that an acceptable living environment is maintained
- To ensure the smooth operation of the Project by taking responsibility for the decision making process both during routine shifts with due regard to the information at hand and in conjunction with the Accommodation Manager/on-call Manager
- To ensure that the building is secure, i.e. internal doors are locked where necessary, security cameras are functioning and recording etc.
- To follow the cleaning rota as directed by the Senior Night Porter
- To make regular security checks each hour to ensure that the building is secure and that noise and disruption are kept to a minimum
- To facilitate the admittance of current residents, staff and gym members
- To summon assistance as and when required either from the YMCA on-call system or the emergency services

- To ensure the premises are evacuated in the event of potential hazards (e.g. fire), in accordance with YMCA Trinity Group's evacuation procedures
- To check and report any faults with the Fire Alarm system, Fire Extinguishers, smoke detectors etc.
- To keep accurate records and complete reports of incidents when necessary or upon request
- To respect the confidentiality of office records and paperwork
- To inspect flats when necessary under instruction and in conjunction with another member of staff
- To aid the procedure of eviction under instruction and when circumstances dictate under the direction of the Accommodation Manager
- To ensure the residents rights are not infringed
- To participate in the Project staff/team meeting and contribute to the general development of the project
- To positively promote the project and YMCA Trinity Group in all contacts with other agencies and individuals
- To operate within clear professional and confidentiality boundaries while seeking to implement and uphold the policies and procedures of the project
- To pass on all relevant information to incoming colleagues at the change of shift
- To act as the Fire Safety Co-ordinator when on shift, in conjunction with colleagues, to ensure safe evacuation of staff from the building
- To carry out other tasks within the post holder's capabilities as directed by your line manager
- A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk
- To carry out reception duties as required.
- Undertake core and relevant training to enhance personal and professional development
- To work within YMCA policies and procedures, with particular regard to health and safety, equal opportunities, diversity, protection from abuse, data protection and confidentiality

- Understand personal responsibility under the Health & Safety at Work Act 1974 including fire safety
- Supportive of the Christian Aims & Purposes of the YMCA

PERSON SPECIFICATION

Knowledge	Essential	Desirable
A good understanding of health of safety requirements	✓	
An understanding of the needs of vulnerable people		✓
A good understanding of 'partnership' working with external agencies.	✓	
Qualifications	Essential	Desirable
A good level of education	✓	
Experience	Essential	Desirable
Experience of working with vulnerable people, although not necessarily in a housing context	✓	
Experience of building management or maintenance	✓	
Skills & Abilities	Essential	Desirable
Proven ability to use IT software including Microsoft Office and online databases	✓	
Excellent interpersonal skills	✓	
Good team work skills	✓	
High standard of communication, people and organisational skills	✓	
Good listening skills and able to show empathy	✓	
Good administration skills	✓	
Ability to write reports, keep case notes, client records and the ability to make and maintain excellent liaison with other agencies.	✓	
Ability to work in a non-judgemental and non-discriminative way.	✓	

Ability to work flexibly and under pressure.	✓	

Personal Qualities	Essential	Desirable
Ability to work within a reactive environment	✓	
Well motivated	✓	
Able to interact with people from varied backgrounds	✓	
Able to work a rota and help to cover staff absences from time to time	✓	
Understanding of the aims and purposes of the YMCA	✓	
High levels of honesty, integrity and discretion	✓	