
JOB DESCRIPTION

Job Title	Accommodation Night Worker
Responsible to	Accommodation Manager
Working relationships	All YMCA Staff and Residents External agencies and Clients
Job purpose	<p>To assist in the running of the residential areas of the project ensuring a high level of working practice.</p> <p>To encourage and oversee the safety and security of the YMCA Trinity Group's staff, clients and premises.</p> <p>To maintain high standards of supervision and support in order to create an environment that is homely, welcoming and safe in which clients are able to engage and develop.</p>
Main tasks	<ul style="list-style-type: none">• To assist residents with basic life skills such as cooking, budgeting, cleaning and paying rent to encourage independence.• To support reception as and when required maintaining high levels of customer service.• To engage young people to participate in the design, delivery and continuing development of the project; enhancing their sense of community ownership, pride and understanding of their local environment• To inspect flats when necessary in conjunction with another staff member and to help clear and clean flats as and when necessary• Participate in the Project staff/team meetings and contribute to the general development of the Project• To ensure that the residents rights are not infringed• To ensure accurate record keeping and collection of statistical information• To support reception as and when required maintaining high levels of customer service.

Other Tasks

- 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 vulnerable adults
- To support YMCA to implement quality and continuous improvement through the implementation of a quality assurance system
- 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

	Essential	Desirable
Experience of working with young people with complex needs, although not necessarily in a housing context		•
A good level of education	•	
A formal qualification or experience in Social Housing or a related field		•
A good understanding of partnership working	•	
Knowledge of Microsoft Office packages i.e. Outlook, Word, Excel	•	
Experience of dealing directly with clients		•
Ability to work within a reactive environment	•	
Good interpersonal, communication and organisational skills	•	

Able to interact with people from varied backgrounds	•	
Able to work as part of a team	•	
Able to stay calm when under pressure	•	
Able to work evenings and weekends, including public holidays on a rota basis	•	
Hold a full driving licence and have access to a car	•	