# YMCA CHELTENHAM - JOB DESCRIPTION

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| **POSITION TITLE:** | **Night Concierge - PATHWAY HOME** |
| **LOCATION:** | All YMCA Cheltenham sites in Gloucester |
| **RESPONSIBLE TO:** | Senior Support Worker |
| **SALARY:** | YMCA Cheltenham **BAND A**  |
| **HOURS OF WORK:** | **40 hours a week on a shift pattern.** |

**JOB PURPOSE**

The Night Concierge - PATHWAY HOME role is responsible for support, safety and security of all residents between 8.00pm and 8.00am on a shift pattern. This role is an opportunity to build on the work undertaken by the Pathway Home Team during the day time hours. The role will also involve making sure the project is quiet, safe and secure throughout the night.

The Night Concierge - PATHWAY HOME is part of the Night Team in the Pathway Home Team providing support to the residents. As a Night Concierge - PATHWAY HOME you will be required to ensure residents abide by the agreed terms and conditions of occupation of the premises and to report any breaches of that agreement. You will be required to maintain accurate records of incidents, contacts and financial transactions through recordings on the housing management system and incident report forms. You will be required to keep the Senior Support Worker- PATHWAY HOME and Senior Manager - PATHWAY HOME informed about all matters relating to the housing project and shifts worked. You will need to supervise, induct and train staff (YMCA employee’s and Agency Workers).

You will be expected to exercise initiative and be a self-starter – understanding and identifying where your work can make the greatest impact in achieving the Charity’s aims and objectives.

## KEY DUTIES & RESPONSIBILITIES

* To regularly patrol and monitor communal areas of the premises, including corridors and walkways, ensuring security/safety policies and statutory obligations are adhered to.
* To provide emergency support to all residents in crisis ensuring that a full and detailed report is made available to the key worker for follow up.
* To monitor the external areas of buildings to ensure that noise and anti-social behaviour are kept to an absolute minimum.
* To assist staff at other projects across YMCA Cheltenham in crisis situations.
* To be aware of everybody on site throughout the evening and overnight, to include visitors as far as is reasonably practical.
* Light cleaning and bin emptying duties to ensure that projects are kept clean and tidy.
* To assist with the preparation of void rooms ready for maintenance or housekeeping.
* To complete appropriate administration tasks to support the smooth running of the project.
* On occasion and when necessary, to assist with eviction procedures.
* To manage all health and safety issues during night time hours.
* To be trained in the provision of first aid and the role of the fire marshal.
* To be a part of the Pathway Home Team and attend staff meetings regularly.
* To participate in appropriate staff development, training and supervision.
* To respect the YMCA Christian ethos and uphold its values.
* To carry out any other tasks within the post holder’s capability that may be required from time to time.

## PROFILE

The ideal candidate for the role of the Night Concierge- PATHWAY HOME will possess:

* Evidence of an excellent standard of literacy, numeracy and English language skills.
* Ability to work with tact and diplomacy and react sensitively and with emotional intelligence when dealing with complex, sensitive or confidential scenarios.
* Able to work in a highly confidential way with the ability to apply judgement, common sense, problem solve and find practical solutions to difficult challenges.
* Ability to manage own workload with minimum supervision, to tight deadlines and to work well in a busy office environment.
* Adaptable and able to handle people of all capabilities and attitudes.
* Effective interpersonal and influencing skills with the ability to maintain good working relationships across a range of staff levels both internally and externally.
* Able to drive is desirable.
* Previous experience of working as a Night Concierge is desirable.
* Previous experience of working in a supported housing environment is desirable.
* Level 3 in a relevant qualification or a desire to achieve this qualification.
* As a member of the Housing team you will be expected to demonstrate the values, initiatives and cultures of the organisation.

## ABOUT THE ORGANISATION

YMCA Cheltenham, founded in 1855, is a registered charity and has become a leading provider of supported housing in Cheltenham and Gloucester, alongside other works including the provision of sports facilities, affordable housing and other charitable activities.

Since 2014 YMCA Cheltenham has grown from having one supported housing project of 50 beds to being able to offer more than 250 beds every night, including long-term affordable accommodation, low to high level supported accommodation and emergency homeless provision.

YMCA Cheltenham is an organisation founded on Christian values and, as such, employees may encounter behaviours or vestiges particular to or representative of the Christian faith in the work-place. Employees are not required to adhere to the Christian faith or any faith, and no such consideration is taken in to account by the organisation when making employment choices or in delivering its services.

## GENERAL

This job description provides an indication of the roles and responsibilities for the post of the Pathway Home Night Concierge- PATHWAY HOME. The job description should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.

The post holder will be expected to carry out any other duties which may be reasonably requested by your Line Manager the Senior Support Worker- PATHWAY HOME, and the Senior Manager - PATHWAY HOME.

### **YMCA Cheltenham is wholly committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. We expect all our staff and volunteers to share this commitment.**