



## Job Description

<b>POST:</b>	Night Concierge
<b>RESPONSIBLE TO:</b>	Team Leader
<b>LOCATION:</b>	Focus Project
<b>MAIN PURPOSE OF POST:</b>	To provide assistance and support to clients with complex needs living in support housing accommodation. To provide a welcoming and responsive service to all clients and visitors, ensuring their safety and the safety of the building is maintained at all times. To provide and develop therapeutic relationships with clients in accordance with their recovery plans

As Housing Concierge you have a really important role in supporting the effective running of our service as you'll ensure the safety and securing of our buildings and of our clients.

As a Night Concierge Worker, you will work to provide a high quality waking night service to clients with complex support needs living in support housing accommodation. You will ensure the safety of all clients and visitors, and the safety of the building at all times. You will be accessible and responsive to clients' concerns and complaints, and will conduct wellbeing checks on vulnerable customers when required. As a Night Concierge Worker you will accurately record any contact with clients and visitors, as set out in organisational policy, and will report any repairs to maintenance as and when they arise.

You'll get involved in lots of different activities which will include monitoring CCTV, regularly patrolling the premises, monitoring visitors to and from the building and ensuring tenancy conditions and service guidelines are adhered to. You must be able to use the facilities of the organisation; CCTV, Panic Alarms, Fire Alarms and Intercom. As our Night support Concierge you'll also provide out of hours cover being the first point of contact for our clients during the night and at times. You will also ensure that the office is maintained in a clean and safe manner and that necessary supplies are maintained so that work is not stalled due to lack of stock items.

To be considered for this role you must be able to demonstrate a continual commitment to engaging with vulnerable customers with complex needs, including mental health and substance misuse issues. You will be calm and assertive when faced with challenging situations, and will be empathetic and responsive in your approach. You will also have a good understanding of written and spoken English, being able to

complete reports and handovers using clear and logical language. You will have a positive and proactive approach to carrying out all duties required during the night shift, and will overall be passionate about providing a high quality concierge service for some of society's most vulnerable

### **SERVICE USER INVOLVEMENT**

- Engage with clients who are awake at night time and provide them with the necessary physical and emotional support.

### **RESETTLEMENT & SUPPORT**

- Supporting new Service User Assessments during over-night stay period.
- Supporting new Service User sign-ups, Move-in and Move-on.
- Service User key work sessions
- Ensuring adherence to Penrose drug and alcohol policy
- Update service user file notes & running records
- Liaise with third parties
- To be responsible for developing and sustaining therapeutic relationships with service users of Focus Project within agreed Recovery and Risk Management plans.
- Act as Link Worker for named service users as designated by the Service Manager, and in this role contribute to the development of Recovery and Risk Management plans
- Provide practical and emotional support to all service users of the Project, ensuring that they are treated with respect and dignity at all times.
- To positively respond to service users who may need assistance at night, with the support of the on-call manager if necessary in emergencies.
- Ensure that at all times work is conducted within the policy and procedural framework established, ensuring full up to date knowledge and understanding of policies and procedures at all times. Also ensuring a working knowledge of the health and Safety at work Act 1974, National Care Standards Act 2000 and other relevant legislation

### **LIAISON WITH THE LOCAL COMMUNITY**

- To act as a public representative of the Project at all times, ensuring good community relations, particularly with direct neighbours, is maintained at all times.
- To liaise with other relevant agencies, ensuring that information is accurately and promptly communicated to relevant professionals.

### **ADMINISTRATION**

- Complete Handover notes on Inform, incident reports, contact logs, Service User running records, occupancy book, visitors monitoring.
- To undertake administrative tasks as part of the regular night waking duties ensuring that these are completed accurately and timely.
- Reports incidents following standard policies and procedures

- To complete reports for the team, managers and other bodies as directed by their line manager.
- To identify potential cost savings in the running of the project.

### **HEALTH & SAFETY**

- Complete risk assessments for Service User activities,
- Visitor monitoring
- Service User movement monitoring
- Monitor Service User anti-social-behaviour i.e. Loud music, Resident interactions,
- Mediation of disputes, managing aggressive behaviour etc.
- First Aid support
- Responding to emergencies
- Identifies and intercepts, when appropriate, unusual occurrences to assist in monitoring security and safety of the Clients.
- Reports incidents following standard policies and procedures
- To take individual responsibility with the other Mental Health Workers and the Service Manager for the personal health and safety of all people working, living or visiting the project. Report any concerns relating to health & safety issues at the earliest opportunity to their immediate line manager.
- Ensure that they are fully conversant with all aspects of the project's Health & Safety Policy, and related policies and procedures dealing with issues of aggression, emergencies etc.
- To effectively participate in the on-call system

### **EQUAL OPPORTUNITIES**

- Ensure the consistent and effective implementation of Penrose Equal Opportunity Policy and Procedures.
- Positively promote an environment within the Focus Project which respects the different ethnic cultures of service users.

### **FINANCE**

- Service User rent collection
- Petty cash management

### **OTHER DUTIES**

- Police liaison
- Attend internal meetings as requested by the line manager and to undertake any other duties commensurate with the post of Night concierge.

## Person Specification – Night Concierge

Qualifications and Experience		Rating	Tested by
1	Direct experience of working with people with mental health difficulties	ESSENTIAL	Application form
2	Direct experience of working in a multi-cultural environment	ESSENTIAL	Application form
3	Direct experience of working with people with challenging / provocative behaviours	ESSENTIAL	Application form
4	Direct experience of working with black and ethnic minority people with mental health problems	DESIRABLE	Application form
Knowledge		Rating	Tested by
5	Understanding of the needs of service users with complex mental health difficulties	DESIRABLE	App. Form & interview
6	To have some understanding of dual diagnosis and the issues for service users and practice	DESIRABLE	App. Form & interview
7	Understanding of implementing Equal Opportunities within a service	ESSENTIAL	App. Form & interview
8	Understanding of stigma attached to those living with mental health problems and how they are marginalized	DESIRABLE	App. Form & interview
9	Awareness of key legislation regarding mental health and social care	DESIRABLE	App. Form & interview
Skills and Abilities			
10	Ability to form therapeutic relationships	ESSENTIAL	Interview
11	Ability to assess information and make sound judgements	ESSENTIAL	Interview
12	Ability to create positive outcomes through the use of negotiation skills	ESSENTIAL	Interview
13	Ability to liaise in a professional manner with a multi-disciplinary network	ESSENTIAL	App. Form & interview
14	Ability to maintain accurate records and write clear reports	ESSENTIAL	App. Form & interview
15	Ability to carry out practical administrative and / or domestic duties	ESSENTIAL	App. Form & interview
16	Ability to work independently, using initiative and innovation to accomplish duties	ESSENTIAL	App. Form & interview

*This job description outlines only the main areas of responsibility, which may change as the post develops. The post holder may also be required to undertake any other duties requested by the Line Manager*

*The job description will be evaluated and amended as necessary as part of the annual Performance Development Review (PDR).*

Name: ..... Signature: ..... Date:.....