*POST:* Night Concierge Worker

*RESPONSIBLE TO:* Operations Manager

*HOURS***:** 17.5 per week approx..

*LOCATION:* Consort House

*EMPLOYER:*YMCA Wellington and District

**An enhanced DBS is required for this post, as the post holder will be working directly with vulnerable people.**

YMCA Wellington and District provides accommodation with support to single young people aged 16-25 years old. The service aims to provide each client with the skills they need to manage independent living. We also offer generic floating support throughout the borough as part of Thrive Telford, and have recently set up the Holly Project for survivors of CSE and their families. We also offer the Freedom Programme, a domestic abuse information course for women.

YMCA promotes a person-centred approach – our customers come from a wide variety of backgrounds, and may have mental health difficulties, experience of CSE or domestic abuse, or a history of criminal offences. Most of our accommodation customers successfully move on to their own general needs property, others return to family or go on to university.

**Main duties**

* To provide a safe and secure environment for accommodation based services out of support hours
* Maintaining the high standards of the accommodation buildings by recording, reporting and where appropriate rectifying issues in order to protect the fabric of the building from vandalism, arson, deliberate damage etc.
* To actively ensure the security of the building through regular Health and Safety checks and the monitoring of CCTV systems and patrols of our accommodation buildings
* To deal with emergency and sometimes volatile situations, taking appropriate action and being responsible for calling emergency services and for keeping the on-call manager updated of any major events.
* To keep appropriate paper-based and computerised records in accordance with procedures
* To consider the impact of the external environment on the building and act appropriately
* To carry out cleaning and/or maintenance duties
* To complement the work done by support staff by the recording and handing over of relevant information after each shift.
* To ensure that all YMCA policies and procedures are being adhered to, particularly those relating to Health and Safety and confidentiality
* To undertake your role in a professional manner maintaining a high quality standard of work, in accordance with the aims, values and ethos of YMCA and demonstrate a high level of confidence, common sense and initiative.
* Undertake any other duties that may be required which are commensurate with the role.

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| **Person Specification**  | **Essential** | **Desirable**  |
| Job related skills | * Working with vulnerable people
* Excellent communication skills
* Ability to prioritise workload
* Ability to work under pressure
* Experience of working with vulnerable people
* Report writing
* Good literacy skills
* Computer literate
 | * SIA licence
* Experience of working in a similar role
* Working with young people
* Experience of basic maintenance or repairs
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| **Qualifications** |  | * GCSE English and Maths
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| Special Skills | * Interpersonal skills
* Analytical skills
* Listening skills
* Negotiation skills
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| **Personal Attributes** | * Reliable
* Good time management
* Self-motivated and able to work on own initiative
* Decisive
* Must be a strong team player
* Excellent problem solving skills
* Empathetic
* Confident
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| **Other Circumstances**  | * Working unsociable hours
* Lone working
* Commitment to working within the ethos of the YMCA
* Commitment to the principles of quality and diversity
* Experience of working within confidentiality and data protection legislation
* Driving licence and own vehicle with business insurance
 | * Ability to attend occasional training sessions and staff meetings during office hours
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