

## JOB DESCRIPTION

<b>Job Title:</b>	Night Concierge
<b>Company:</b>	ClwydAlyn Housing
<b>Department:</b>	Supported Living
<b>Responsible to:</b>	Senior Project Officer/ Supported Living Coordinator
<b>Responsible for:</b>	The provision of the support and housing management services to individuals at our services assisting the Senior Project Officer in the provision of a high-level service in accordance with the overall aims and policies of ClwydAlyn
<b>Grade:</b>	2
<b>Qualifications:</b>	A recognised qualification in, social care, supported Living or NVQ2 in a relevant discipline and/ or relevant experience

### **Disclosure & Barring Service Check requirement:**

This role has been assessed as requiring an **Enhanced Level Disclosure and Barring Service (DBS) with Barred List check** due to the work being undertaken being performed directly with vulnerable groups or children which is deemed regulated activity. Staff will need to demonstrate through their DBS check that they have no spent or unspent convictions, cautions, reprimands or warnings which would impact on their ability to carry out their role. This level of check will also highlight anyone barred from working with vulnerable groups including children.

Any risks identified through the DBS check will be reviewed by the Group and a Risk Assessment undertaken. The outcome of the Risk Assessment may result in job offers being withdrawn or existing staff member's employment being reviewed. Further information is available in the Group's DBS Policy and Procedure which can be requested from the HR Team.

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### **1. Purpose of the Post**

- 1.1 To provide a Concierge service to be first point of contact for residents, ensuring the safety and wellbeing of residents
- 1.2 To maintain and protect the safety and security of the service on a day to day basis, including building checks.

- 1.3 To control access to and from the building. To ensure they have prompt and reasonable access to their accommodation.
- 1.4 To undertake such administrative, reception and cleaning duties pertinent to the role, including answering, recording and redirecting telephone enquiries, responding to email enquiries, signposting personal callers etc.
- 1.5 To keep and maintain accurate information and records relevant to those accessing the building, reporting issues relating to the personal security, welfare and safety of service users to the appropriate staff.
- 1.6 To provide good quality, safe supported accommodation, empowering vulnerable people with a wide range of complex needs.
- 1.7 To work alongside the team of Senior Project Officer and Project workers providing support and guidance to residents as part of their individual Support Plan and Risk Management Plan.
- 1.8 To ensure that all resident records are regularly maintained to a high standard as required by our funding bodies, using a range of recording systems electronic and manual.

## **2. Knowledge & Abilities**

- 2.1 To maintain a visual presence at the property after project staff leave
- 2.2 To be the first point of call when dealing with emergencies and manage such emergencies appropriately including liaising with on call via phone.
- 2.3 Reporting damage to the building if needed contacting out of hours maintenance to cover emergency.
- 2.4 To understand the Safeguarding of vulnerable people and follow the ClwydAlyn Policies and Procedures in relation to identifying, reporting and escalating as required.
- 2.6 The ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively
- 2.7 Excellent communication skills both written and verbal
- 2.8 The ability to work with minimal supervision, use initiative while lone working and work as part of a team

### **3. Managing Others**

3.1 This post does not manage any other posts.

### **4. Working with Others**

4.1 To work and liaise closely with Emergency Services if required, reporting as per policy and procedures / to update on call as required

4.2 Ensure all relevant documents are completed

4.3 Ensure thorough handovers are completed

### **5. Problem Solving / Decision Making / Innovation**

5.1 To ensure high quality services are maintained in accordance with the relevant policies and procedures

### **6. Use of Technology**

6.1 To have a working knowledge, understanding and practical experience of IS packages including Genesis, Microsoft Word, Outlook, CCTV

### **7. Budgets & Cash Handling**

7.1 In accordance with Company Policy and Procedure ensure effective: -

7.2 Taking and recording of rent payments

7.3 Petty Cash handling and reconciliation

### **8. Unsociable Conditions**

8.1 A flexible approach to the role is required which will include where necessary and according to the requirement of the individual scheme to work bank holidays and weekend shifts on a rota basis, including lone working from midnight, or determined by operational requirement.

### **9. Core Responsibilities**

9.1 To provide and actively promote excellent Customer Service for both internal and external service users and stakeholders, ensuring the customer experience is a positive one.

- 9.2 To be responsible for the application of Health & Safety practices within daily working practices sharing a common responsibility for Health & Safety across ClwydAlyn.
- 9.3 To comply with ClwydAlyn Risk Management Strategy, identifying and mitigating against risk.
- 9.4 To be responsible for the application of Equality and Diversity practices in accordance with ClwydAlyn policy and procedures within daily operations.
- 9.5 To comply with Standing Orders, ClwydAlyn Policies and Procedures and to make know to Line Managers any areas which are not adequately covered.
- 9.6 To perform any other reasonable task as determined by the Manager, Director, Group Chief Executive or Board of Management.