

## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Night Concierge</b>
<b>Directorate:</b>	<b>Various – depending on location</b>
<b>Reporting to:</b>	<b>Deputy Manager or Manager</b>
<b>Responsible for:</b>	<b>Not Applicable</b>

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### PURPOSE OF THE JOB

The Night Concierge will provide first contact, safeguarding and support to the clients at night in the project. The post-holder will be responsible for controlling access to the building, dealing with emergencies, carrying out Health and Safety checks and communicating any concerns or events to the rest of the team.

The Night Concierge will demonstrate a non-judgemental attitude and an understanding of the issues faced by the client group who may be experiencing complex issues such as mental and / or physical ill health, challenging behaviour, substance use and offending.

Whilst this is a **lone working position**, the Night Concierge will have access to advice and support from the Out-of-Hours management on-call service.

### KEY RESPONSIBILITIES

- To provide overnight waking cover at the service and be the first point of contact for clients during the night.
- To maintain the safety and security of residents and the building by supervising the entry and exit of the building, undertaking regular Health and Safety checks, monitoring the CCTV system and addressing challenging behaviour effectively.
- To maintain a full and accurate log of events, report on incidents, record contact with clients and report any maintenance issues.
- To take immediate appropriate action in the event of an emergency.
- To respond to medical emergencies with first aid and follow up by making contact with emergency services and the on-call manager. Appropriate training will be provided.
- To ensure a safe and healthy environment for residents by undertaking any cleaning and basic maintenance duties as necessary.

### GENERAL

- As this is a waking night-cover role, the post-holder will be required to work on a pre-arranged shift pattern.
- Adhere to St Mungo's Policies and Procedures at all times.

- Cover for other members of the team and division as necessary.
- Being proactive in reviewing and evaluating own performance and identifying and acting upon areas for improvement and development.
- Undertaking, as required, any other duties compatible with the level and nature of the post and/or reasonably required by more senior members of staff.
- Attend and participate in divisional and team meetings and other meetings where applicable.

This job description covers the current range of duties and will be reviewed from time to time. It is St Mungo's to reach agreement on changes, but if agreement is not possible, St Mungo's reserves the right to change this job description.

# PERSON SPECIFICATION

## Night Concierge

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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the application form or covering letter to demonstrate your capabilities, in relation to each point listed under essential requirements in the person specification.

Where relevant use your answers to illustrate how your competences have helped you achieve positive results.

### ESSENTIAL REQUIREMENTS

**Experience, Skills, Knowledge and Abilities required for your application form:**

1. Some experience of dealing directly with the public and/or clients or customers in a busy service environment.
2. Experience in using your initiative and making appropriate decisions when faced with emergencies or unexpected situations.
3. Personal experience of homelessness or an understanding of; and empathy with the issues faced by homeless or vulnerably housed people; a non-judgemental approach to working with homeless people.
4. Able to respond to and interact effectively with clients, including when faced with challenging or difficult behaviour.

**The Below essential Skills, Knowledge and Abilities will be assessed at different stages of the process:**

5. Understanding of confidentiality and discretion at work.
6. Basic IT skills: ability to log on to systems to input simple information and type emails, and the ability to follow procedures accurately and keep simple records to demonstrate completion of tasks.

**The following are required of all roles with St Mungo's. However, you do not need to address these in your application.**

- Genuine interest in and commitment to St Mungo's work and client group.
- An understanding of and commitment to diversity & equality
- Willingness and ability to work shifts including evenings, weekends, waking nights, bank holidays including Christmas Eve/ Day and New Year's Eve/ Day
- Willingness to work flexibly in response to changing organisational requirements.

In the selection testing/interview process, we will be assessing candidates against the following competencies:

COMPETENCY	PRIMARY INDICATORS
<b>Improving and Innovating</b>	<ul style="list-style-type: none"> <li>• Is open to new ideas, improvement and change.</li> <li>• Handles situations and problems with innovation and creativity.</li> <li>• Shows commercial and financial awareness.</li> </ul>
<b>Interacting and Influencing</b>	<ul style="list-style-type: none"> <li>• Takes responsibility and demonstrates values-driven leadership.</li> <li>• Shows self-awareness.</li> <li>• Works well with other people.</li> <li>• Collaborates and networks effectively internally and externally.</li> <li>• Shows sound communication and influencing skills.</li> </ul>
<b>Understanding and Doing</b>	<ul style="list-style-type: none"> <li>• Able to find and analyse relevant written and numerical information and use it to make sound judgements.</li> <li>• Able to think strategically.</li> <li>• Demonstrates the necessary technical skills and aptitudes at the level that are required for the role.</li> <li>• Has good writing skills at the level required for the job.</li> <li>• Plans, organises and manages time well.</li> <li>• Demonstrates compliance and accountability.</li> </ul>
<b>Involving and Including</b>	<ul style="list-style-type: none"> <li>• Builds client/stakeholder involvement into all activities.</li> <li>• Is client and customer focused.</li> <li>• Aware of own level of cultural competence and proactively seeks to develop.</li> <li>• Actively promotes equality, diversity and inclusion among colleagues and clients.</li> </ul>
<b>Managing and Empowering (for managers only)</b>	<ul style="list-style-type: none"> <li>• Builds a high performing team.</li> <li>• Provides staff with clear direction and support.</li> <li>• Motivates, supports, enables and promotes the wellbeing of their team.</li> <li>• Manages the operational aspects of their function efficiently.</li> <li>• Implements plans, strategies and services effectively.</li> <li>• Actively contributes to service growth.</li> </ul>