

## JOB DESCRIPTION

JOB TITLE: Night Support

PURPOSE: The Night support Team will work across the three housing projects delivering a high quality support service to Burton YMCA service users.

To deliver a high quality concierge and night support service to our clients/guests ensuring everyone is safe and secure.

RESPONSIBLE TO: Night Support Manager

### **KEY TASKS**

#### **Strategy and service development**

- Act as an initial point of reference on the phone, or in a Reception area as required.
- Use company systems, e-mail and other basic correspondence where appropriate and necessary.
- Monitor access to schemes and visitors.
- Meeting the requirements of health and safety and safeguarding policies and practices
- Reporting incidents and anti-social behaviour.
- Carry out domestic tasks (cleaning communal areas) to a high standard.
- Effective recording of information.
- Implementing policies and procedures to ensure effective service delivery.
- Advises management promptly of any signs of problems or concerns about a client.
- Reporting repairs to maintenance contractors by using appropriate systems.
- Ensure culture and diversity issues for the clients are considered at all times, and report any forms of discrimination.
- Promote and encourage a high level of client involvement, consultation and communication.

#### **Service delivery**

- To understand your role in the organisation and to be accountable for your contribution to maximise profitability.
- To understand how your job contributes to the overall purpose of the organisation and be accountable for delivering it in the most efficient way.
- Working within a multi-disciplinary team of housing and support staff, and meeting the requirements of a rota system.
- Actively involved in team meetings, training events and attending regular supervisions, during the day as appropriate.
- Adhering to equality and diversity policies in all aspects of service delivery.
- Ensuring effective exchanges of information with team members and day staff.

**Other duties**

- To provide a high quality, customer-orientated service.
- Undertake personal development and training as necessary
- To ensure compliance with Equality and Diversity policy, in respect of employment and service delivery.
- Ensure that all data is compliant with legislation and policies relating to data quality.
- Any other relevant duties as required by the designated supervisor/manager.
- To ensure compliance with safeguarding policies and procedures in every aspect of service delivery.

2 Administration

Be responsible to the Night Support Supervisor:

- by recording information, incidents and events in the daily diary;
- by preparing correspondence and other written material using a word processor;

3 Maintenance

To notify and report to the Housing management team any matters of maintenance:

- By assisting with the identification of maintenance issues, and when requested arrange for maintenance work to be carried out. Some undertaking of basic maintenance may be required;
- Support all Fire and Health and Safety requirements by assisting where necessary.

4 Training

- to participate in appropriate training, as and when required

The postholder will liaise and work effectively with the Support Team.

Job Description agreed on ..... by:

Postholder's signature

Line Manager's signature

## PERSON SPECIFICATION/KEY COMPETENCES

### Knowledge

Educated to Grade C/D GCSE (or equivalent) minimum standard in Maths and English

### Skills/Abilities

Good interpersonal skills

Good communication skills, both verbal and written

Administrative and IT literate with working knowledge of Word and Excel

Positive outlook and ability to motivate

Ability to work effectively with limited supervision

Ability to work under pressure and to prioritise in order to meet deadlines

Ability to work on own initiative and be self-motivated

Ability to work as part of a team

High standard of professional etiquette

High level of attention to accuracy and detail

Good organisational and planning skills

Flexibility in working arrangements

The YMCA is an Equal Opportunities Employer