

Job Description & Person Specification

Job Title: Night Concierge

Service: Operations

Reports to: Night Supervisor

Direct Reports: None

About The Role

A Night Concierge is responsible for creating a safe, supportive, and well-organised environment for everyone living in our supported accommodation houses and residential properties. They will provide support to the night team who deliver a range of frontline services aiming to deliver a high quality, trauma-informed service to residents/participants which focuses on providing a psychologically informed environment (PIE).

The Night Concierge will support with ensuring the properties and the residents that live within them are safe. They will work in accordance with service specifications and agreements to provide a flexible service which is responsive, and inclusive to individual needs, underpinned by SIG's Theory of Change.

About the Post Holder

The post holder will be driven to provide high quality, effective assistance to others in a person-centred approach. They will thrive working on their own initiative, taking responsibility for the running of the concierge service within the property, with remote support provided. They will have effective communication skills, and able to build long-term purposeful relationships with people from different backgrounds, respecting equity, diversity, and inclusion. They will embrace SIG's values and represent these in everything they do.

The post holder will be compassionate, supportive, and empowering to others, comfortable working in a fast-paced and constantly changing environment. They will have a nonjudgmental approach and support us in achieving our mission to empower people by building powerful partnerships and creative solutions that bridge gaps in provision and aid recovery, reablement, and resettlement.

Key Responsibilities

NIGHT CONCIERGE

- Ensure the highest level of security to ensure buildings and residents are safe by monitoring access and responding to emergencies.
- Greet residents and visitors which great customer service, manage phone lines and enquiries, deliveries, and other forms of communication following the relevant policies and procedures.
- Work flexibility in working patterns and duties, responding to the needs of the service, team, and residents/participants.
- Provide a nightly report on resident activity, AINMs, safeguarding and concerns for handovers.
- Assist residents/participants with queries that arise during the night, provide advice, information, and guidance as needed and broker to have any urgent matters resolved, communicate any handovers to the wider team.
- Ensure service responsibilities and requirements are carried out effectively, ensuring the night service runs smoothly. This includes but is not limited to welfare checks, risk assessments, safeguarding checks, training and development, and other responsibilities required for effective service delivery.
- Support in creating an enabling environment which helps empower residents/participants to have greater independence.
- Recognise signs of deteriorating mental health, physical health, or other health implications and initiate appropriate interventions to prevent crisis or other risks.
- Administration duties will vary. This includes maintaining confidential records in a timely manner and containing information in accordance with relevant statutory and organisational policies.
- Other duties may include but is not limited to maintaining clean and tidy environments, removing rubbish, reporting repairs, ordering supplies, and other general duties.

RISK MANAGEMENT, INFORMATION MANAGEMENT AND CASE RECORDING

- Follow the relevant safeguarding, risk assessment and management procedures, record, and share any relevant information with partner agencies as appropriate.
- Report any concerns, incidents, and accidents in the correct manner to the right people/groups and be a proactive team member in such cases to support resolution.
- Ensure all case recording, and information is accurately recorded in a timely manner, ensuring electronic records are protected in line with GDPR, and kept up to date and written to a high standard.
- Ensuring a proactive approach to identifying and reporting community risks associated with our resident group and SIG-owned or managed properties.

PROPERTY AND HOUSING MANAGEMENT

- Support with ensuring the accommodation in which residents live in is clean and maintained to a high standard, in line with SIG's property standards and meets all legal and statutory health and fire

safety requirements. This will include but is not limited to ensuring repairs and emergencies are dealt with and reported, nuisances are escalated, and that the night service operates safely, effectively and efficiently.

SIG POLICIES AND DATA PROTECTION

- Promote, advise, and lead by example by embodying SIG values in creating a positive and productive environment including a Psychologically Informed Environment (PIE) with support.
- Demonstrate and facilitate high standards of service provision in line with organisational values and requirements, ensuring a safe, effective, caring, and responsive service, with support.
- Assist in implementing improvements in and maintaining confidentiality in line with organisational policy in respect to residents, participants, staff, and the organisation with support.
- Adhere to and be aware of changes to SIG policies, processes, best practice, Equality, Diversity, and Inclusion (EDI), and data protection always and assist in implementing them where appropriate.
- Lead by example and assist in reporting and improving Health, Safety, and Environmental procedures, whilst following policies and processes in place. Always ensure clean and tidy office spaces and communal areas.

Other responsibilities than those described above may be required to be undertaken from time to time and will be expected to be performed as long as it is within the capacity and level of the position. This JDPS is regularly reviewed and may change in future amendments as per the requirements of the role and organisation.

Person Specification

Qualification and Experience:	Rating
Experience of working with people of complex backgrounds <u>and/or</u> a good understanding of the sector	Essential
Experience in providing concierge services or practical assistance within a residential or outreach support role	Desirable
Previous experience in a similar organisation/industry/role	Desirable
Skills and Abilities	
Ability to use, learn and adapt to IT at an intermediate level, including Microsoft and other software programs.	Essential
Ability and willingness to show flexibility of working patterns, responding to the needs of the service and residents	Essential
Understanding of the housing and social needs of people with multiple and complex needs	Essential
Understanding <u>and/or</u> practical knowledge of the social and societal marginalisation that can be attached to people with complex needs	Essential
Understanding <u>and/or</u> practical application of key legislation regarding social care, housing, criminal justice, and mental health	Desirable
Personal Characteristics	
Excellent interpersonal skills, both written and oral. Ability to form and build effective relationships and rapport with others	Essential
Ability to influence and negotiate positive outcomes with others	Essential
Proactive in making decisions to deal with challenges and providing a solution focused approach using initiative	Essential
Ability to work with confidential information, maintain accurate records and write accurate reports	Essential
Cultural awareness, Self-awareness, and ability to identify personal growth areas and take feedback	Essential
Sensitivity and empathy to others, and ability to deal with individual circumstances with professionalism	Essential
Trauma-informed, non-judgmental approach to overcome barriers and achieve goals with self and others	Essential
Alignment with SIG's core values, mission, and vision	Essential