



## **JOB DESCRIPTION**

<b>POST:</b>	Night Hostel Worker
<b>LOCATION:</b>	Wolverhampton
<b>RESPONSIBLE TO:</b>	Service Coordinator (or nominee)
<b>DBS CHECK:</b>	This post is subject to Adult Workforce Regulations

### **JOB PURPOSE:**

To improve the lives of people using our services by delivering a high quality and responsive concierge service to ensure a safe sound and supportive environment in conjunction with support workers and the service coordinator.

### **KEY RESPONSIBILITIES**

#### **DELIVERING SERVICE**

- To be the first point of contact for advice and security for clients during the night.
- Manage the building overnight, ensuring clients are signed in or out as required and enquires are handled professionally, referring to support staff as necessary.
- Accurately record messages, conduct follow up telephone calls, update log books and handover reports where appropriate.
- Manage enquiries relating to vacancies and facilitate access to emergency accommodation if required.
- Keep appropriate records of interventions with clients and update on the CRIS system informing other staff of relevant issues.
- Encourage client involvement in the development and operation of the service, facilitate consultation and participation.
- Promote, implement and ensure compliance with P3's Equality and Diversity policy.

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- Complete building checks which may include patrols of the building and ensuring fire exits and external doors are free from obstruction.
- Maintain Health and Safety records including fire and other records as appropriate.
- Work with clients to resolve conflict using de-escalation skills where appropriate.
- Make decisions with regard to withdrawal of services to maintain a safe environment.
- Actively ensure the security of the building including monitoring of CCTV systems.
- Ensure Health and Safety of clients by using basic first aid skills and calling for emergency assistance i.e. 999 and evacuation of site in the event of the fire alarm, where necessary.
- Clean office space and communal areas on a scheduled basis and clean and prepare void rooms in order to maximise occupancy.
- Adhere to P3 policy on COSHH, needle stick injury and relevant areas of Health and Safety.
- Ensuring that rent arrears policies are administered according to the needs and capabilities of clients and that clients are advised and assisted to claim welfare benefits as appropriate
- Monitoring and ensuring service charge and Housing Benefit payments including drafting arrears letters, prompting clients, collecting money and ensuring that receipts are issued and appropriate records maintained.
- Assist with letting void rooms, keeping accurate records and minimising the number of void rooms to maximise income.
- Assist with keeping accurate financial records for the service including updating weekly returns and the client movement forms.
- Complete entry and exit information for clients and helping with data entry and statistical gathering for Housing Management purposes.
- The Concierge Worker will complete any other duties as could be reasonably expected of someone in the fulfilment of this role.

## **GENERAL**

- This job description provides an indication of the roles and responsibilities for the Concierge role but should not be construed as an exhaustive list of the duties that the post holder may be asked to undertake.
- P3 reserves the right to amend this role profile as necessary, after consultation with the post holder, to reflect changes in or to the role.

## **TEAMWORK**

- Be a member of the staff team working to provide a safe, sound and supportive environment.
- Participate, with other staff, in providing a broad range of activities and services (which take into account individual clients circumstances and preferences) aimed at enabling clients to live with reducing levels of support when appropriate.

## **ADDITIONAL HOUSING MANAGEMENT AND QUALITY**

- To provide a safe, sound and secure environment, assisting to maintain high standards at the service, keeping the properties/project functioning, clean and in good repair, including:
  - making arrangements for repairs;
  - dealing with disputes between clients
- Carrying out inspections of rooms and undertaking minor repairs where possible, and making appropriate arrangements to deal with all other repair and maintenance issues within agreed timescales and in accordance with tenancy agreements and management agreements.
- Monitoring and ensuring the prompt notification of vacancies, preparation of empty units, and investigation of possible abandonment's, so that voids are minimised
- Ensuring that house rules are explained to clients and enforced.
- Deal with complaints in accordance with P3's agreed procedures.
- Share responsibility for good health and safety practices, including participating in fire drills and risk assessments, reporting to line-management any matters of concern and attend health and safety training.
- Ensure effective liaison with the Health and Safety Officer wherever necessary.

## **DEVELOPMENT**

- Undertake the Staff Induction Programme, and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals.

- Promote the rights and needs of people who use P3 services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## **OTHER**

- Undertake such other duties and specialisms, as may be required from time to time to maintain or enhance P3's services.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure P3's obligations to clients are fulfilled.
- Undertake all duties in accordance with all P3 policies and work towards their continuing development and implementation.
- Commitment to ensuring safeguarding training is relevant and current and safeguarding procedures when necessary are adhered to.

All job descriptions are subject to periodic review.

This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement on changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.

**P3  
PERSON SPECIFICATION**

**Night Hostel Worker**

	<b>Essential</b>	<b>Desirable</b>
<p><b>Values</b> Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> <li>• A commitment to client involvement and empowerment.</li> <li>• Promotion of equality of opportunity for people who have experienced oppression and disadvantage in their life opportunities.</li> <li>• Recognise and value all aspects of diversity</li> <li>• Understanding of and commitment to the importance of accessing training, learning and development opportunities</li> <li>• Understanding of those who use our services being enabled to have greater opportunities to exercise their rights</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• At least one years professional experience of working with homelessness</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Personal experience of homelessness</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• At least three years experience of providing care and/or support services within another social care setting.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Must have a sound understanding of the support needs of people who use our services</li> <li>• An understanding of the effects homelessness may have on individuals</li> <li>• An understanding of Local Authority Regulation</li> <li>• Knowledge of issues surrounding alcohol and substance misuse</li> <li>• Knowledge of benefits system</li> <li>• Knowledge and understanding of housing provision</li> <li>• Knowledge and understanding of external partner agencies</li> <li>• Basic understanding of computers</li> </ul>	<p>✓</p> <p>✓</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>

<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Able to work on own initiative</li> <li>• Able to work as an integral member of a team</li> <li>• Must be able to establish and maintain constructive relationships with a wide range of people including providers in external agencies</li> <li>• Must demonstrate effective interpersonal and communication skills</li> <li>• Must have ability to maintain accurate client records</li> <li>• Must be able to respond flexibly to the needs of clients</li> <li>• Able to work shifts throughout a 24 hour period and work unsocial hours.</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Qualifications</b></p> <ul style="list-style-type: none"> <li>• NVQ/QCF Level 2 or 3 in a social care field</li> <li>• There must be substantial evidence of commitment to personal and career development relevant to the post.</li> </ul>	<p>✓</p>	<p>✓</p>