

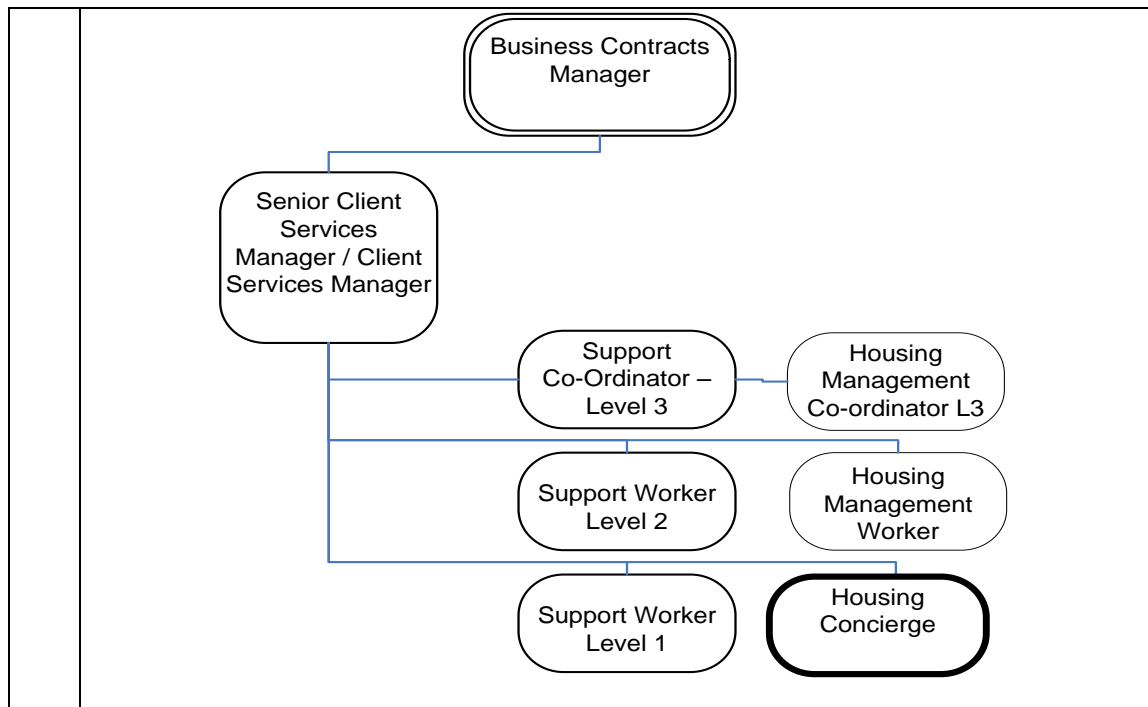
HOME GROUP
JOB DESCRIPTION

1	JOB DETAILS	
	Job title: Housing Concierge	Date:
	Reports to: Client Services Manager / Senior Client Services Manager	Ref: HOMEJD215

2	JOB PURPOSE <p>The purpose of the post is to provide an on-site presence at supported accommodation owned or leased by Home Group, which may include waking cover overnight and/or at weekends, between hours specified by the Senior Client Service Manager or Client Services Manager.</p> <p>The post will generally be lone working providing a presence when support staff are not on site to ensure the safety and security of the building and occupants, which is also conducive to cohesive neighbour and community relations.</p>
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3	DIMENSIONS <ul style="list-style-type: none">• The post holder is responsible for statistical information regarding occupancy, updating project records e.g. the communications log, in accordance with record keeping quality standards.• You are required to be flexible to work within other office/service locations in the future within an agreed area of your initial office location
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4	ORGANISATION CHART <p>Reporting to: Client Services Manager / Senior Client Services Manager (as appropriate)</p>
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KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

Experience/Knowledge:

- No experience required, although previous work in either a social housing or care setting in a paid or voluntary capacity would be beneficial.

Education:

- No formal educational or academic qualifications are required for this post.
- Basic level numeracy/literacy

Skills and Abilities

- To have a broad knowledge of the issues that affect vulnerable people.
- Ability to demonstrate a clear understanding of confidentiality.
- Ability to demonstrate a clear understanding of equal opportunities.
- Ability to demonstrate a clear understanding of health and safety issues.
- To display initiative in identifying action required and taking appropriate measures.
- Basic computer literacy skills
- Seeks and accepts personal responsibility for own actions.
- Ability to work alone without direct supervision.

	<ul style="list-style-type: none"> • Ability to understand and meet the needs of the customer. • Ability to change and adapt approach, to suit a variety of situations, individuals and groups. • Awareness of the Home Group values. • Ability to work flexibly on a rota, including weekends and public holidays where required <p>Personal characteristics:</p> <ul style="list-style-type: none"> • Work flexible hours/24-hour rota, including weekends and public holidays (where applicable)/ • Commitment to implementing Anti-Discriminatory, Diversity and Equal Opportunities policies. • Caring and respectful approach to vulnerable people. <p>Additional service specific knowledge, skills and experience required:</p>
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6	<p>KEY RESULT AREAS</p> <ul style="list-style-type: none"> • To provide on-site presence which may include overnight waking cover or other unsocial hours as required by the service, to maintain the safety and security of the building and its facilities therefore ensuring the adequacy of the accommodation is not compromised for customers. • Where applicable, to provide a first point of contact for the 'on call' system, to ensure that clear and concise information is detailed to the 'on call support worker'. Where sleeping cover is provided, to liaise appropriately with the sleep in worker in the event of emergencies. To supervise the entry and exiting of the building, for the purpose of security and safety of tenants. • To maintain full and accurate log of events during the shift, for the purpose of clear and concise communication to service colleague. • To actively ensure the security of the building, monitoring CCTV and patrolling at regular intervals. • In the absence of cleaning staff, to carry out cleaning duties of all common areas and vacant rooms. • To identify defects in relation to monthly defect monitoring and reducing turnaround times. • To participate in ensuring the security and the safety of service users, staff, visitors, contractors, premises, and equipment. • To adhere to the post holder's own responsibilities to health and safety in the work place, and to colleagues, service users and the general public. • Upon request, to operate as first point of contact for any emergency on call system within the service. • To take appropriate immediate action in contacting emergency
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	<p>services and to accordingly inform the support/sleep in worker of any details and further action if required.</p> <ul style="list-style-type: none"> • To participate in ensuring compliance with Home Group's Health and Safety policy and processes. • To work within established definitions of acceptable and unacceptable risks, to contribute to risk assessments and participate in risk management in accordance with Home Group's policies. • To maintain positive contact with neighbours as appropriate. • To engage with vulnerable people living in the services in a professional, non-discriminatory way, demonstrating a caring and respectful approach. • To conduct initial health and safety inductions as required for clients admitted to the service outside office hours, for example in a direct access or refuge service, as directed by the authorising Support Co-ordinator or Manager. • Enforce tenancy conditions and house rules, following policy and local procedures • To apply equal opportunities and anti-discrimination policies and ensure rights to privacy and confidentiality are maintained. • To be a good team player and work constructively with colleagues and managers in all aspects of the post holders work. • To identify own learning and development needs through Home Group's Performance through People process. To undertake appropriate learning and development to meet the identified needs of the Service as agreed with the line manager. • To undertake any other appropriate duties as directed by the Client Service Manager / Senior Client Service Manager. <p>Additional service specific key results areas:</p>
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7	<p>COMMUNICATIONS AND WORKING RELATIONSHIPS</p> <p>Internal:</p> <ul style="list-style-type: none"> • Participate in verbal and written handovers from outgoing / incoming Support Co-ordinators /Support Workers. • Ensure that written documents i.e. log books and contact sheets are clear and concise. • To maintain accurate records of key movements. • To monitor and record the entry / exit of the building. • To maintain a full and accurate log of events during each shift. • To operate within clear professional boundaries and within Home Group's code of conduct and Working Professionally Policy. <p>External:</p> <ul style="list-style-type: none"> • The reporting of out of hours emergency maintenance defects to 'repairs helpline'.
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	<ul style="list-style-type: none"> • To prepare and send monthly defects monitoring reports, in respect of common areas and in liaison with Support Co-ordinators/Support workers. • To act as a first point of telephone contact for the premises. <p>Additional service specific contacts:</p>
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8	<p>SCOPE FOR IMPACT</p> <ul style="list-style-type: none"> • Opportunity to contribute to the safety and security of Stonham's clients. <p>Additional service specific scope for impact:</p>
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9	<p>CORPORATE RESPONSIBILITIES</p> <p>Health and Safety To take responsibility for the health, safety and welfare of yourself and, through your actions, your colleagues. Actively follow the Health and Safety Policy, Procedures and Safe Systems of Work. This includes following instructions and undertaking training to ensure compliance.</p> <p>Equal Opportunities To promote equality and diversity as an integral aspect of working at Home and lead by example.</p> <p>Learning and development To undertake all reasonable training activity designed to support you in your role.</p>
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10	<p>JOB DESCRIPTION AGREEMENT</p> <table> <tr> <td>Job Holder's signature</td><td>Date</td></tr> <tr> <td>Manager's signature</td><td>Date</td></tr> </table>	Job Holder's signature	Date	Manager's signature	Date
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