

JOB DESCRIPTION

Job Title:	Bank Staff - Communal Support Concierge
Reporting to:	Out of Hours Coordinator
No. of direct reports:	NA
Department:	Housing
Hours:	Zero hours - bank night staff
Grade:	5

JOB PURPOSE

The role of the Communal Support Concierge is to support the resident experience here at YMCA MK. Ensuring that YMCA MK is a positive place for our young people to belong, contribute and thrive.

To ensure residents can access support 24-hours a day, this role is a crucial out of hours role. Residents often feel at their lowest when traditional services are closed. The postholder of this role will therefore need to act as an initial place of support, provide empathy and ensure safety. They will be able to effectively manage challenging behaviour and provide support for residents who face crisis both physical and mental. The post holder will be able to manage over exuberant behaviour.

To provide efficient and effective front of house service, to our residents and visitors.

To provide a pleasant and fun environment for residents, staff and guests alike.

DUTIES & RESPONSIBILITIES

Supported Housing

- Provide a responsive, friendly, and caring service. Providing a safe environment for young people to live.
- Deliver a person-centred, asset-based, trauma informed care approach.
- Resident Support Workers do not carry a case load of their own but assist the Supported Housing Coaches with their caseloads, as such assist the Supported Housing Team in providing low-level support sessions including those that are unstructured and responsive to need. Ensuring that any and all interactions are fed back to the resident's named worker, recorded on our housing database and following up with specific residents as required by the Supported Housing Teams.
- Apply crisis management interventions and techniques appropriately.
- Record accurately, using the housing management system.
- Complete welfare checks on residents throughout the building as appropriate and required.
- Assist in the preparation and service of the stage 1 evening meal.
- Provide timely and accurate handovers.
- Encourage residents of stages 1 & 2 to attend activities such as the Independent Living Skills course, development time and job interviews where appropriate.
- Ensure that residents comply by the terms of their occupancy agreements and adhere to their Rights and Responsibilities within the support.
- Effectively manage mental health and physical health crisis, as well as managing routine issues.

- Respond appropriately to all known breaches of the occupancy agreement making sure all actions are recorded appropriately and the resident's keyworker is informed, and a person-centred approach is taken.
- Help residents to complete forms such as compliments and complaints forms, maintenance forms etc.
- Assist residents in making phone calls to other services such as to make GP appointments etc.
- Assist in letting residents into their properties when they have become locked out.
- Escalate concerns to the out of hours manager where appropriate and necessary.

Front Desk

- Meet and greet all persons arriving at YMCA MK in a friendly and welcoming manner.
- Ensure residents, staff and guests are signed in and out of the building.
- To provide a first point of call to residents and resolve as many queries as possible in the first instance, contacting/referring to the appropriate member of staff where needed.
- Respond to telephone calls in an efficient and professional manner, transferring calls and taking messages to forward to the appropriate person.
- To undertake dynamic risk assessments of residents in the reception, lobby and courtyard areas, ensuring safeguarding and wellbeing at all times. Responding appropriately where concerns arise.
- Undertake regular fire alarm testing and act as a fire warden - acting as the nominated person for the reception area in an evacuation.
- Take payments from residents in respect of their service charge, accommodation charge and paying for damaged/replacement items such as keys.
- Issue new keys and key cards to residents as appropriate.
- Ensure handovers between shifts are accurate, effective and giving adequate information.
- Manage fire alarms within the building, acting as the responsible person for the reception and lobby areas.

Service Development

- Take an active role in developing the YMCA MK support services by providing feedback and suggestions.
- Collaborate with other teams in YMCA MK to ensure a comprehensive service provision is offered to residents.
- Ensure that the environment is pleasant and well maintained.
- Understand and adhere to all YMCA MK policies and procedures.
- Report any concerns regarding Health and Safety promptly to the Facilities Manager and / or Supported Living Manager.
- Report any incidents, accidents and safeguarding following YMCA MK reporting mechanism.
- Undertake any other reasonable duties as requested by management.

SCOPE & LIMITS OF AUTHORITY

The postholder will be expected to always maintain confidentiality.

The postholder will be expected to work within social care professional boundaries.

PERSON SPECIFICATION



KNOWLEDGE	ESSENTIAL ✓	DESIRABLE ✓
Experience working with vulnerable adults or young people.	✓	
Safeguarding knowledge/training level 2.		✓
Equalities and diversity training and understanding.		✓
Experience of working within a supported housing environment or related field.		✓

SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Good communication skills- written and verbal.	✓	
Team player.	✓	
Ability to motivate young people.	✓	
Ability to manage challenging behaviour.	✓	
Full driving licence.		✓
Experience assisting with resident budget plans.		✓

ATTITUDE	ESSENTIAL ✓	DESIRABLE ✓
Friendly, approachable, and flexible. Welcoming.	✓	
Confident, self-motivated and proactive.	✓	
Able to work in sympathy with the YMCA Christian Aims & Purposes and fits with our values.	✓	
Honest and trustworthy.	✓	
Committed, flexible and positive in approach - a can do attitude.	✓	
Personable and engaging with everyone.	✓	
Calm in a crisis.	✓	

Drafted June 2022

