

Job Profile

Job Title	Housing Concierge		
Job Reference No.	HOMEJD215	Date of issue:	May 2013

The job in a **nutshell...**

You will generally be lone working, providing an onsite presence in our supported accommodation service(s) when colleagues and teams are not on site, ensuring the safety and security of the building and our customers. You will develop and maintain good relationships with our neighbours ensuring we have safer local communities during the night.

This support will include waking cover overnight/and or at weekends, between hours specified by the Senior Client Service Manager or Client Service Manager.

What **success** will look like...

Our supported accommodation services are safely and securely managed, and our customers, local community, colleagues, visitors, and contractors always feel safe and secure.

Our building(s) and customers are secure at all times, by regularly monitoring CCTV, patrolling at regular intervals, and providing a holistic service to our customers out of hours. Positive contact is maintained with our neighbours and the local community.

Challenging behaviors of vulnerable and complex customers are managed in a person-centered way, by negotiating with and influencing them to make the right choices.

Anti-social behaviour is managed by working holistically to prevent any incidents. Where these do occur, by working in a person-centered way, these are de-escalated and managed appropriately.

Home Groups tenancy and house rules are adhered to (and enforced where required), ensuring our services are managed in a consistent way. Our customers live in a safe environment and anti-social behaviour is reduced within the service and local community.

Accurate recording of activity is kept throughout the shift, enabling clear communication and handover to service support colleagues. As the first point of contact for the 'on call' system, clear and concise information is recorded and reported to the 'on call manager' or the local on-

call cover for the service. This will include being the first point of contact in the event of emergencies within the local area.

An integrated service is provided to our customers, working closely with Support Coordinators, managers, and professional multi-disciplinary teams. This will include liaising with out of hours professionals such as emergency services.

The health and safety of our building is maintained during out of hours, by reporting and managing any concerns around building safety and repairs in line with our out of hours repairs process.

Colleagues are supported by you fulfilling any other reasonable task as directed by the Senior/Client Services Manager, including light cleaning duties in the absence of cleaning staff and being flexible to work within other office / service locations within an agreed area.

You'll already have these **brilliant** skills, qualifications and knowledge...

We get where our customers are in their lives • Listening to customers to understand their needs • Recognise each customer is different and adopt a flexible, personal approach • Advocate for our customers regardless of who they are	Record keeping • Able to keep accurate records • Record information in a way that supports safe and effective service delivery • Follow agreed processes for storing and updating information
We are intuitively collaborative • Understand and play to each other's strengths to achieve a common goal • Work with others as part of one Home Group team	Lone working • Experience of lone working and using initiative • Follow lone working procedures
We have an eye for detail • Working in a safe, effective, caring and well led way • Applying legislation and working within policies and procedures • Using and recording information accurately and timely	Working under pressure • Experience of remaining calm under pressure and having a resilient approach.

We'd also love you to have, or be **brilliant** at... (but don't worry if not)

Good numerical and literacy skills.

Full driving licence and access to a vehicle (where service is remote or where role is covering more than one service).

Previous experience in a social housing or care setting would be beneficial, but not essential.

We're all **accountable** for...

Health and Safety of our ourselves and others; put simply this includes taking the time to complete all learning, understanding your role-specific responsibilities, working with reasonable care, and taking steps to address and report problems related to Health and Safety.

Taking a proactive approach to your learning and development in order to be the best you can be. This includes understanding and keeping up to date with all of our relevant policies and processes as well as taking advantage of all the learning opportunities and resources available to you ... they're there for a reason but don't worry, we'll help keep you informed along the way.

Promoting equality, diversity, and inclusion as a top priority at Home Group; leading by example in your actions and demonstrating our Brilliant People behaviours.

Keeping things compliant! You'll have role-specific and organisational goals but it's important you take these seriously and keep people and information secure and safe within the scope of doing your bit here at Home Group.

Comfortable operating in a modern digital workplace, including using digital tools to work collaboratively and productively.

Other **important** stuff...

You'll be a budget holder? No ☒ Yes ☐... up to £ Click here to enter text.

You'll manage people? No ☒ Yes ☐... around Click here to enter text. direct reports

We all work flexibly at Home Group but the level of travel in this role is usually...

Occasional ☐ Regular ☒ Frequent ☐



OFFICIAL