

JOB DESCRIPTION – Waking Night Concierge Worker

Service	Recovery Connections
Job Title	Waking Night Concierge Worker
Base	Middlesbrough
Hours	Rotate three nights on three nights off per night, 37.5 hours per week up to an average of 42 hours per week.
Reports to	Team Manager
Purpose of Job	<p>We are looking for an enthusiastic, flexible individual who is able to work on their own initiative. You will be able to communicate with people from diverse backgrounds and have the unique ability to diffuse any given situation.</p> <p>Recovery Connections provides accommodation for people in the Quasi Residential Rehabilitation QRR. In your role as Night Worker you will provide comprehensive concierge duties including reception and you will be a visible presence at the scheme that will ensure the health, safety and wellbeing of all our customers, visitors and contractors. There may be occasions where it is necessary to provide telephone assistance to people we support.</p> <p>You will form part of a friendly, motivated team, working closely with Rehab and Community staff to address and resolve any issues that are identified.</p> <p>Recovery Connections is a user-led drug and alcohol recovery support service which aims to develop innovative services. Recovery Connections provides supported accommodation as an integral part of the QRR In addition to providing supported accommodation, the client will attend the Twelve Step Integrated Programme delivered within the QRR setting.</p>



Management Accountability

To Lead Rehab Coach who will provide direct line management supervision.

Key Duties:

Housing Management

1. Ensure that you adhere to all the relevant Recovery Connections policies & procedures.
2. To undertake some day to day administration as per line manager's instructions
3. Maintain a visible presence in and around the scheme, carry out regular patrols, and follow local scheme processes to ensure the health, safety and well-being of staff, tenants & visitors.
4. Monitor and review CCTV.
5. To provide a first point of contact for all customer enquiries.
6. Deal with anti-social behaviour promptly, following Recovery Connections policies and procedures in order to prevent disruption to tenants and neighbours.
7. Liaise with the police and other agencies to ensure the safety of tenants and prevent damage to the fabric of the building.
8. Report any breaches of the licence agreement to the Lead Coach at handover.
9. To provide clear, concise written reports of any incidents at the scheme
10. To complete health & safety tasks i.e. first aid boxes, hot water testing, emergency lighting testing, all to be recorded as instructed by your line manager.
11. Undertake domestic duties as required to ensure scheme operates within KPI targets for voids, flat allocation and the general cleanliness of the building.
12. Ensure that scheme repairs are reported and recorded as per local scheme processes to Admin. Call on call manger about any emergency to deal with emergency repairs to maintain the security & safety of the building.
13. Carry out minor repairs e.g. changing light bulbs on corridors, furniture assembly etc.

Finance

1. Ensure compliance with all Recovery Connections Financial Policies and Procedures.
2. To complete cash reconciliations at shift handover in line with policy & procedure.

Relationships



1. Responsibility to ensure any concerns are reported which may include using the whistle-blowing or safeguarding policy and procedures where appropriate.
2. Attend and contribute to all staff meetings held within the service.
3. Attend and contribute to regular supervisions with your line manager.
4. Develop and maintain professional relationships with Tenants, ensuring boundaries are kept.
5. To participate and facilitate tenant events held within the scheme as directed by the Housing Manager.
6. Develop professional relationships with all external agencies.

General Requirements

1. To be responsible for the health, safety and welfare of yourself, all staff tenants, visitors, contractors and any others at work.
2. To ensure the safety of vulnerable adults and children in line with Recovery Connections Policies and Procedures.
3. To ensure that confidentiality is maintained and data protection followed as per Recovery Connections Policies and Procedures.
4. Promote and uphold Recovery Connections policy on equal opportunities.
5. Adhere to Recovery Connections policy & procedure on sickness absence.
6. Adhere to Recovery Connections Code of Conduct.
7. To utilise the Manager on call rota in the event of serious event at the scheme or additional support needed.
8. To comply with rota changes from time to time as directed by your line manager.
9. To contribute to the continuous improvement of the service.
10. To undertake other duties commensurate with the grading of the post as may be required from time to time.
11. To comply with reasonable management requests.
12. To provide telephone assistance as required by service users.



Essential Criteria

Experience of working with vulnerable clients groups.

Knowledge of Substance Use issues

Good communication and interpersonal skills

Caring disposition

Qualifications

Good level of education.

Expected to complete all mandatory training and any other training identified

This post is subject to a Criminal Records Bureau check at an enhanced level.

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.