

Day Concierge

Job Title: Day Concierge

Responsible to: Homelessness Accommodation Manager

Purpose of the job:

- To assist customers with complex needs to benefit from the support offered by our shared housing units, which are staffed 24 hours a day, 365 days a year.
- To provide a safe environment at in the day, maintaining the safety and security of customers and colleagues.
- To deliver a customer facing support service in line with Brighter Futures standards.

Duties and Key Responsibilities:

- To deliver an excellent customer focused strengths -based service in line with Brighter Futures values, policies and procedures
- Ensure that adults with multiple and complex needs are supported to enable them to positively move-on in a planned way into their own home.
- Contribute towards the scheme/service achieving its performance targets and outcomes.
- Ensure that properties are cleaned when vacant and prepared ready to let in a timely manner
- Embed a psychologically informed service and environment that recognises the impact of trauma, and constantly seeks to remove and break down barriers that may adversely prevent customers from moving forward positively.
- Effectively communicate and make sure that accurate information, data is recorded, secure and available when required as appropriate.
- To promote customer participation, co-production and active involvement in service design, delivery and wellbeing.
- Ensure that all working / communal areas are safe and clean at all times to try to mitigate and reduce risks in line with current health and safety policies, procedures and legislation.
- Support colleagues and partner agencies to contribute to the development and delivery of the service in the best interests of customers and Brighter Futures.

Assessment & Support planning:

- Assesses needs and agrees tenancy support plans in a timely way in line with casework standards and Brighter Futures values.
- Develop effective and co-operative relationships with partner agencies.
- Completes and updates risk assessments and deliver support in line with risk management plans.

Provision of support:

- Provide tailored support to help customers sustain their tenancy; and develop both their confidence, self -esteem and skills to maintain their tenancy and home.
- Develop bespoke tenancy support plans and provide tenancy support services to maximise customers` prospects of sustaining their tenancy.

- Support customers to maximise their household income through helping with claims for housing benefit, universal credit and relevant benefits.
- Work with other agencies to secure specialist help and support, and to encourage customers with social engagement, employment/ education and training skills development in line with assessed needs and aspirations.
- Provide regular welfare/ wellbeing checks of customers
- Make effective use of the accommodation units to meet the changing needs of customers

Security, Health & Safety:

- Contribute to ensuring a clean and safe environment in line with health and safety, building safety and fire safety policies and procedures.
- Liaise with the Housing Management team to ensure Brighter Futures effectively discharges its responsibility as a landlord, including conducting regular checks of building safety and fire equipment
- Report any repairs promptly, and support customers to enable maintenance work to take place
- Support customers to understand any potential action related to their tenancy or licence agreement, and support them to take required steps to avoid further action
- Inform Housing Management Team of any changes such as a customer wishing to give notice, or a change in circumstances affecting benefits and HB payments
- Support customers to provide any necessary evidence for HB purposes
- Ensure lone working is safe and in line with policy.
- Ensure working methods are safe and in line with policy.
- Work in constructive ways with customers to avoid abandonments, tenancy failure and unplanned exits

Safeguarding & Protection from Abuse:

- Report concerns and provide written reports detailing safeguarding concerns and actions taken.
- Support and advise other staff on professional boundaries and conduct and report issues of concern as appropriate.
- Work with partners to ensure that customers and staff are protected from abuse, incidents are responded to and plans implemented.
- Operate professional boundaries and support others to do so.
- Ensure customers understand how they will be protected from abuse.

Customer Involvement & Empowerment:

- Empower customers by supporting their thinking and decision making and helping them get in touch with their ability to do what they need to achieve their goals.
- Ensure the information that customers need is readily available for them and distributed to them as soon as possible.
- Ensure that customers are consulted on all aspects of the service they receive and are able to take part in consultations and can influence and co-design service improvement and development.
- Embed a psychologically and trauma informed culture and environment within the service that enables people to thrive

Fair Access, Diversity and Inclusion:

- Ensure that every customer has equality of opportunity and that no one is disadvantaged in their access into or exit from the service.

- Challenge as appropriate other staff and customers' oppressive practice or stereotyping.
- Ensure that customers understand the terms and conditions of their licence/ tenancy agreement and take action as appropriate where they do not.
- Ensure that customers' feedback, suggestions or complaints are responded to promptly and appropriately and in accordance with policies and procedures.
- Ensure that customers' needs are properly assessed and responded to in ways which respect their personal needs and preferences.

Additional Responsibility:

- Ability to remain calm under pressure in difficult situations.
- Must be self-motivated with a positive can-do approach.
- Strong commitment to equality and diversity.
- Must be able to demonstrate a commitment to our Values.
- To promote the aims and values of Brighter Futures to any other agency or organisation in a professional manner.
- Take responsibility for your own professional development and training.

Behaviour & Competences:

Behaviour embodies Brighter Futures values and is within the Code of Conduct

Demonstrate the competencies and behaviours set out in the Competency Framework.

Work to Brighter Futures aims, values, policies and procedures and ensure that others do so.

Hours of Work:

40.25 hours per week - Monday to Sunday - as per rota. You will have a base of working but will be required at times to work across our other services for the sustainability of the services within Brighter futures

Salary & Benefits:

Salary: £26443.04

27 days annual leave plus 8 additional days

Group Personal Pension Plan, including life assurance and group income protection

Health Care Cash Plan

Occupational Sick Pay

Staff Counselling Service

Person Specification – Day Concierge (Female Only)

We want the postholder to demonstrate the following competences to a high level and use them in their work. We will be looking for evidence of the following key competences during the selection process.

<ul style="list-style-type: none"> ▪ Communication & Clarification ▪ Creativity, Innovation & Adaptability ▪ Commitment & Customer Focus ▪ Relationship & Team Working 	<ul style="list-style-type: none"> ▪ Respect, Integrity & Open-mindedness ▪ Accountability, Self-Reflection & Development ▪ Engaging with and Supporting Change
--	--

Please use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 & 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

	Essential / Desirable	How Assessed? (A=Application Form / B= Interview / C=Test)
1. Qualifications, Experience and Track Record		
Educated to at least 'GCSE' level or equivalent experience	E	
Health and Safety qualification	D	
Previous experience of working within the housing/homelessness sector, Health & Social Care or other similar service sector	D	
2. Special knowledge & requirements		
Demonstrate an ability to follow policy and procedure	D	
Demonstrate an ability to follow policy and procedure	E	
Knowledge and understanding of social exclusion and/or supporting people with complex and multiple needs	E	
A good general knowledge of IT, particularly using Microsoft office packages, using smart phones and tablets	E	
Ability to write up clear and concise notes using paper and/or electronic systems	D	
Must have good interpersonal and communication skills (oral and written)	E	
High level of customer service experience	E	
3. Additional job requirements		
Good organisational skills and an ability to prioritise and manage work to deadlines	E	
Ability to work on own initiative and as part of a team	E	
Willingness to be flexible and adapt to changing priorities.	E	

Must be able to demonstrate strong commitment to our Values	E	
Must have an understanding of and commitment to equality and diversity	E	
Must be able to drive with a full clean driving licence	D	